KAIZEN Experience in Cameroon

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CEO KAIZEN CONSULTING & SERVICES
Senior Consultant
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<th><strong>Company Name</strong></th>
<th>KAIZEN CONSULTING &amp; SERVICES</th>
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<tbody>
<tr>
<td><strong>Date of establishment</strong></td>
<td>January 2017</td>
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<tr>
<td><strong>CEO</strong></td>
<td>Isidore KEMAWOU FOTABONG</td>
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<td></td>
<td>Senior Consultant</td>
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<td>More than 3200 hours of practice of KAIZEN</td>
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<tr>
<td><strong>Number of permanent employees</strong></td>
<td>03 (01 Female and 02 Men)</td>
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<td><a href="http://www.kaizenexpertise.com">www.kaizenexpertise.com</a></td>
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</table>
2. Services of KAIZEN CONSULTING & SERVICES

1. KAIZEN

2. SHINDAN /DIAGNOSIS

3. Business Plan

4. Financial Analysis
3. KAIZEN activities for various sectors in 7 regions

Nearly 50 SMEs from several sectors of industries:

- Building and Public Works;
- Services (hotels, hospitals, ...);
- Wood processing;
- Agri-food processing;
- Metal transformation;
- General trade (hardware store, ...);
- Other manufacturing industries (textiles, cosmetics, paper, ...);
4. KAIZEN activities carried out for AFD, GIZ and UNDP

**AFD**

**FEB. and MARCH 2017:** An article on KAIZEN has been published on the website of the French Embassy. The French ambassador visited 3 SMEs that implemented KAIZEN in Bafoussam.

**GIZ**

**JAN 2017:** Implementation of 5S / KAIZEN in the offices of the regional GIZ in Yaoundé.

**PNUD**

**February 2018:** Training of 30 Young Refugees from KOUSSERI (Far North Cameroon) in entrepreneurship through the 5S / KAIZEN approach.
October and November 2017:

The 5S / KAIZEN is implemented in 60 SMEs in 08 regions, **100% financed** by the Republic of Cameroon.
6. Other activities after the KAIZEN Project

**Organization of seminars on KAIZEN**

- Group of business leaders
- Incubators and start-ups
- Other people interested in KAIZEN
7. KAIZEN promotion after the KAIZEN project

- **Participation in seminars** and other events bringing together business leaders;

- **Training offered free** to young people: Incubators, Churches, ...

- **Internet publication** of our activities ([www.kaizenexpertise.com](http://www.kaizenexpertise.com));

- **Radio and TV interview** to talk about KAIZEN.
8. Difficulties and propositions of solutions

**Difficulties**

- Lack of **vision** in almost 90% of companies;
- **Self-centered** management on promoters;
- **Unavailability** of business leaders;
- Mentalities and attitudes **resistant to change**;
- **Instability** of human resources.

**Draft solutions**

- Put a special emphasis on the involvement and **training of managers**;
- Put in place a **post-training monitoring** mechanism;
- Focus on the **positive attitude**.
9. Some observations (1)

- Almost all the companies that benefited from KAIZEN are convinced of the **positive impact of KAIZEN on quality and productivity**;

- KAIZEN is perceived as being **less expensive** and producing **spectacular results**;

- The ability of consultants to “**hands on training**” and set up **quality committees** is a key factor in the **success and continuity** of KAIZEN's activities.
The most **effective advertising** is done by business leaders who have experienced KAIZEN;

Almost all companies that implement KAIZEN want a KAIZEN certificate;

Multinational companies consider **ISO certification** as a guarantee of **quality and competitiveness** of their subcontracting companies.
10. Recommendations (1)

- **Start the 2nd phase of the Cameroon KAIZEN project** to:
  - Train more consultants;
  - Allow more companies to discover KAIZEN.

- **Promote more KAIZEN on medias.**

- **Strengthen the capacity** of private consultants on:
  - Industrial engineering;
  - Marketing;
  - Financial analysis;
  - Support techniques for start-ups.

- Establish a **certification system for consultants** at the African scale.
10. Recommendations (2)

- Set up a **certification system** for companies with KAIZEN best practices;

- Involve Cameroonian Private Consultants in the **dissemination of KAIZEN in the countries** (Anglophone and Francophone) of sub-Saharan Africa;

- Create a **platform for sharing** and exchanging experiences of KAIZEN practitioners in Africa;

- **Generalize** the practice of **training private consultants**;

- Encourage the **creation and promotion of private KAIZEN service** delivery companies.
THANK YOU
MERCI BEAUCOUP
ARIGATO GOZAIMASU