

Quality and Productivity Improvement and Awarding System

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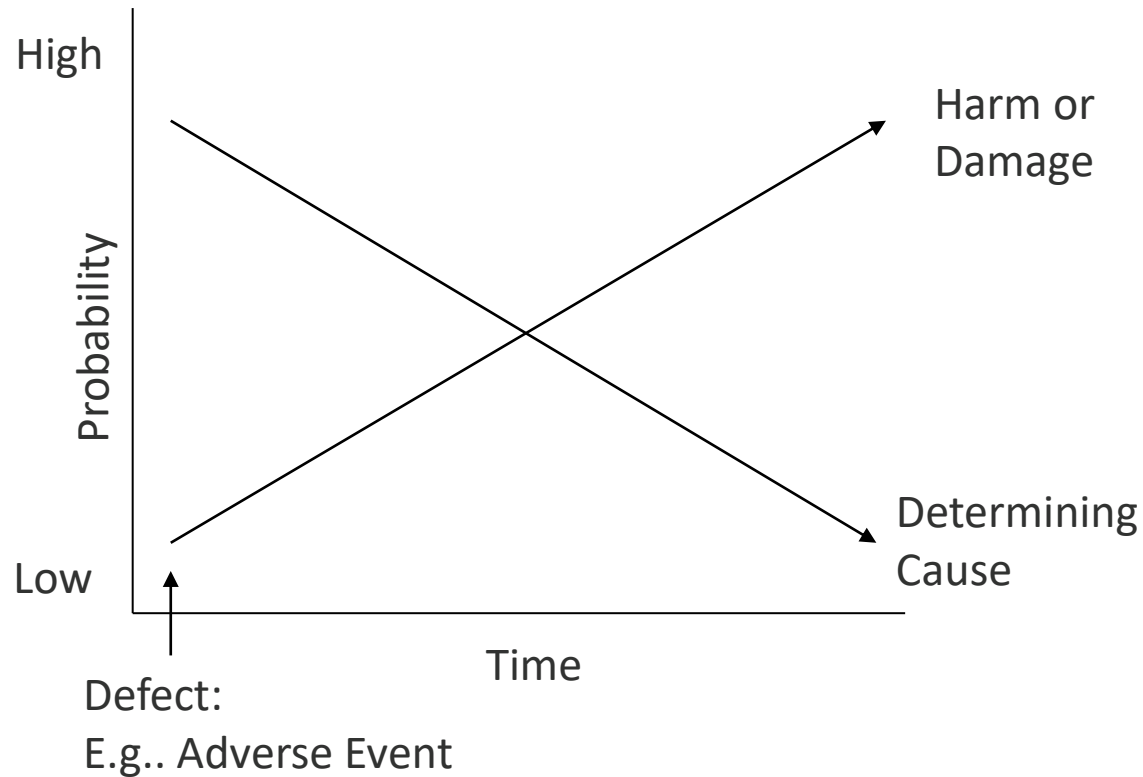


Graduate School
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Designing a management system for built-in reliability & quality & productivity

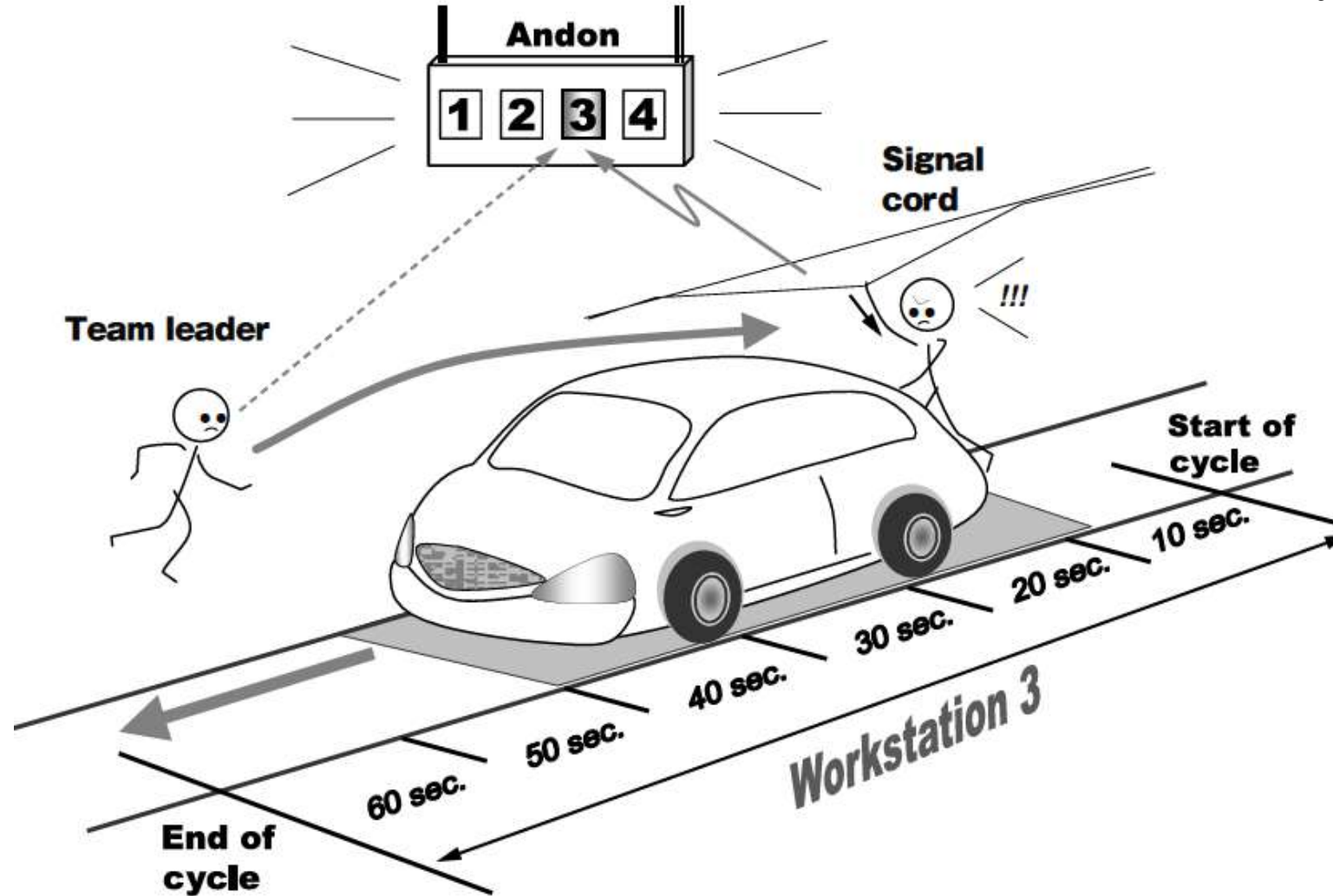
Get to know normal from abnormal right now and respond right now



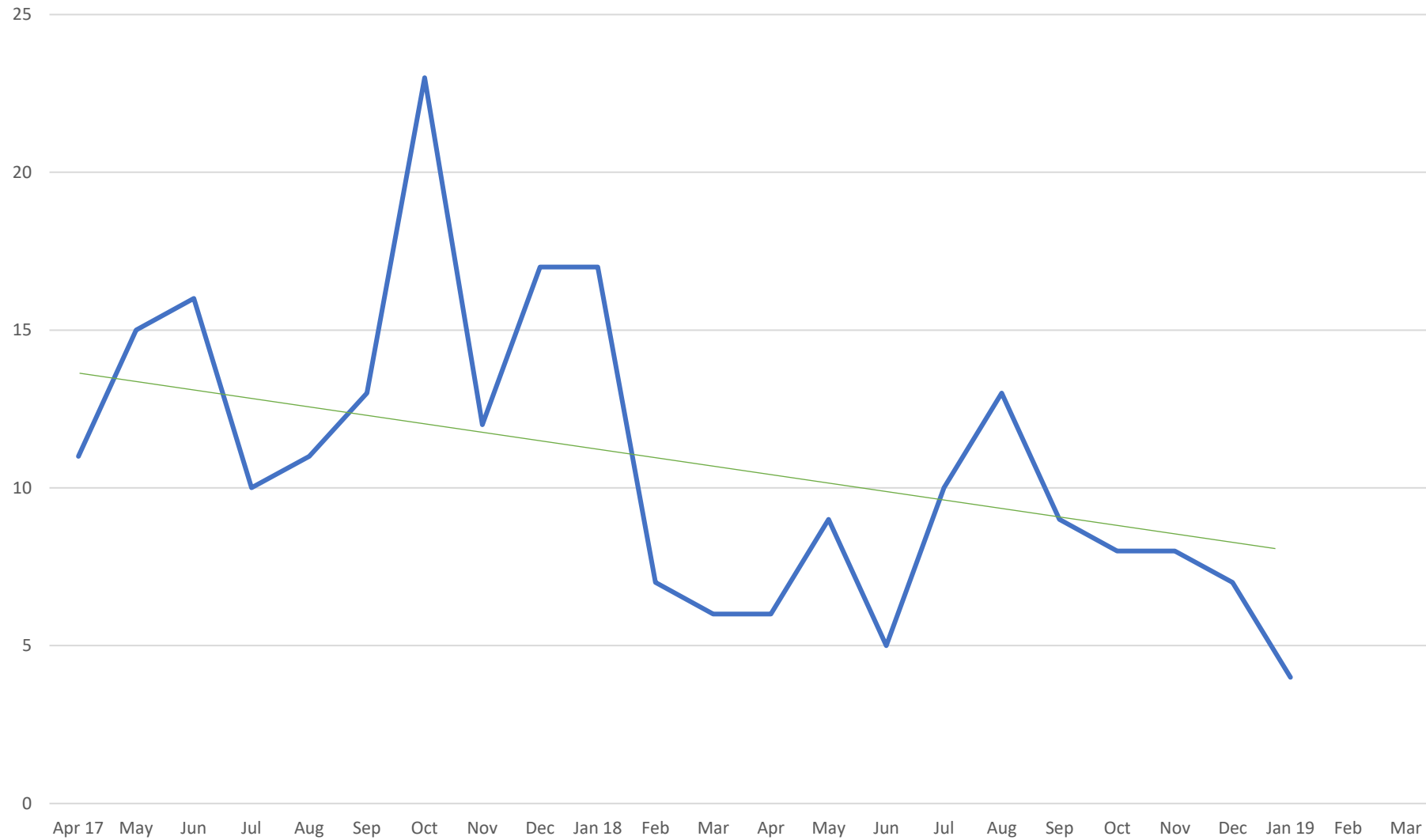
Design the work to build in quality, to solve problems, to develop people...



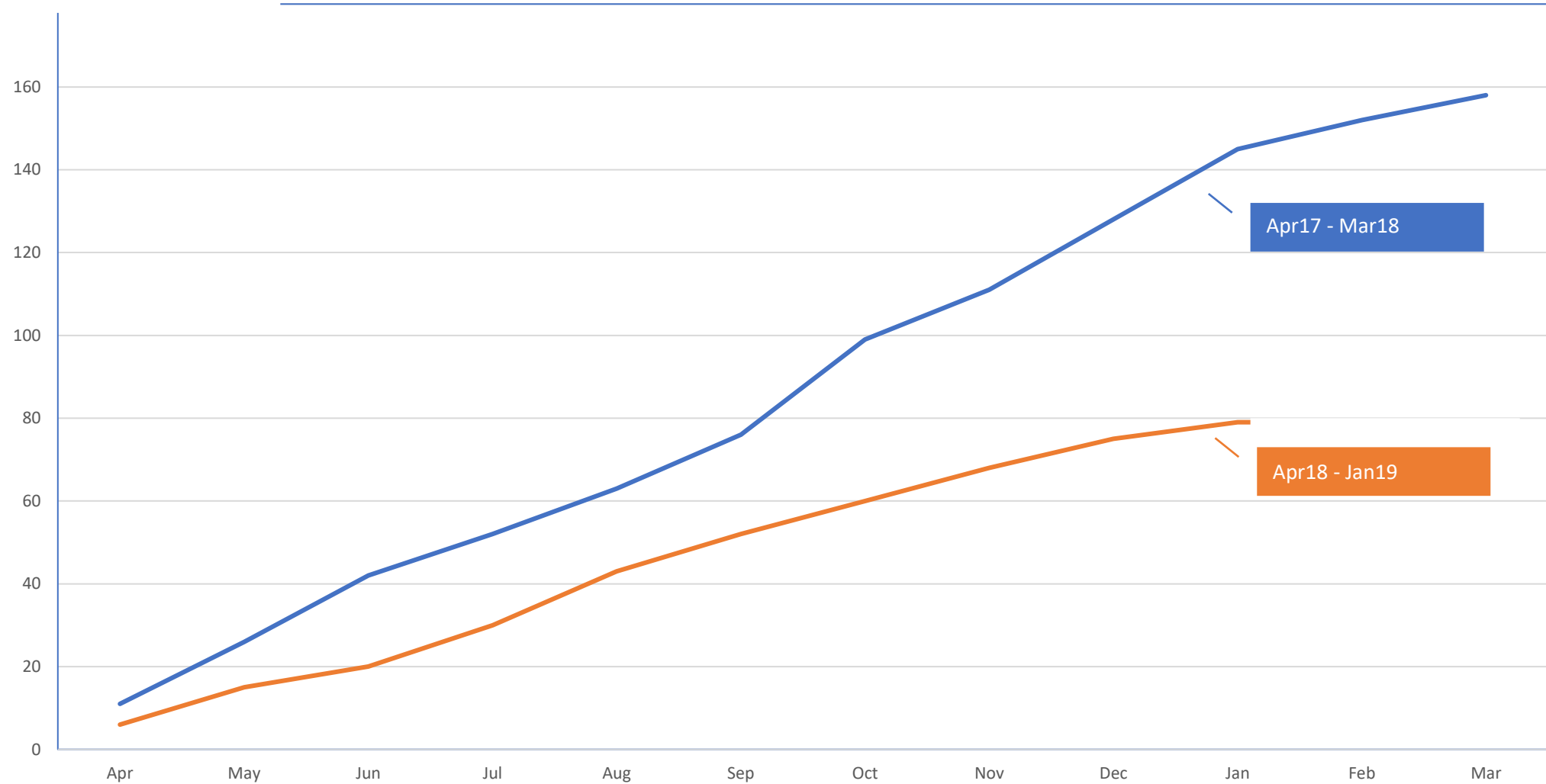
John Shook 2015



Defect Reduction: Monthly Inpatient Neonatal Deaths April 17 - January 19



Cumulative Inpatient Neonatal Deaths April 17 - January 19



How achieved?

By behaviour change in managers - less 'telling'

- Go see
- Connect people to purpose
- Ask about current situation
- Ask about target condition
- Ask about obstacles
- Ask about countermeasures
- Ask when we can go see...



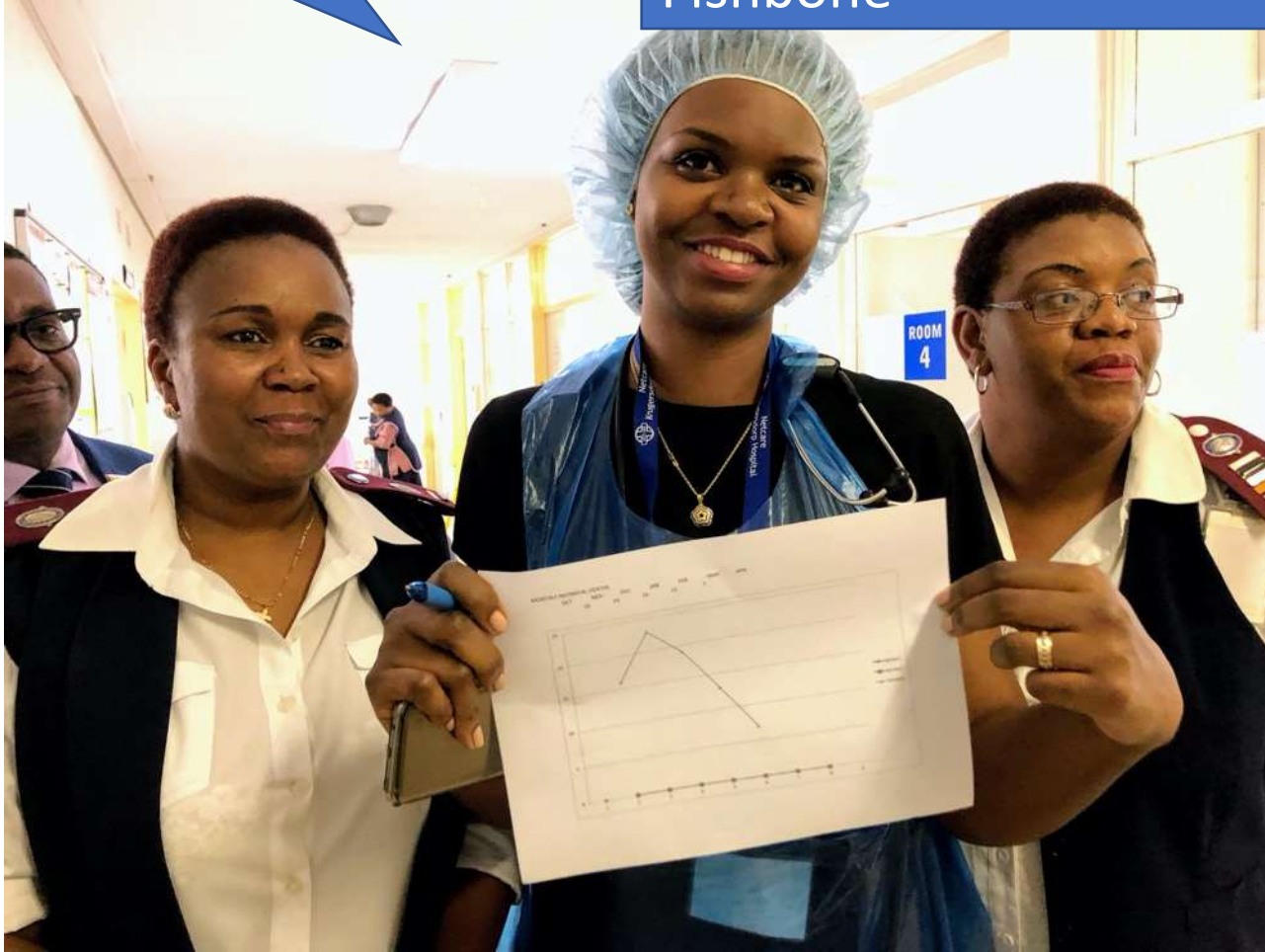
- more 'asking'

Go see, connect to purpose, ask, ask, ask, ask (humbly) and return to see

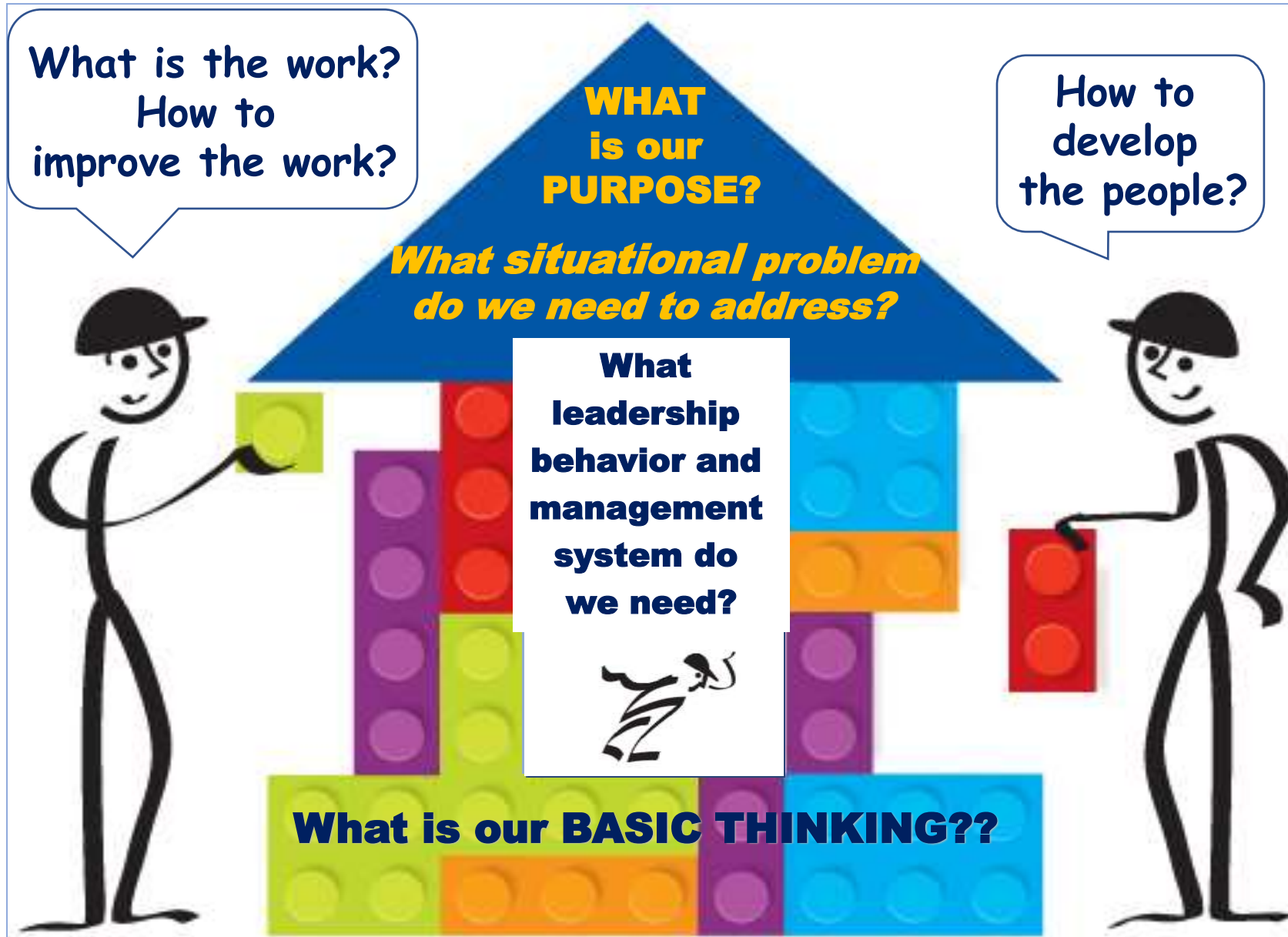


Acknowledge

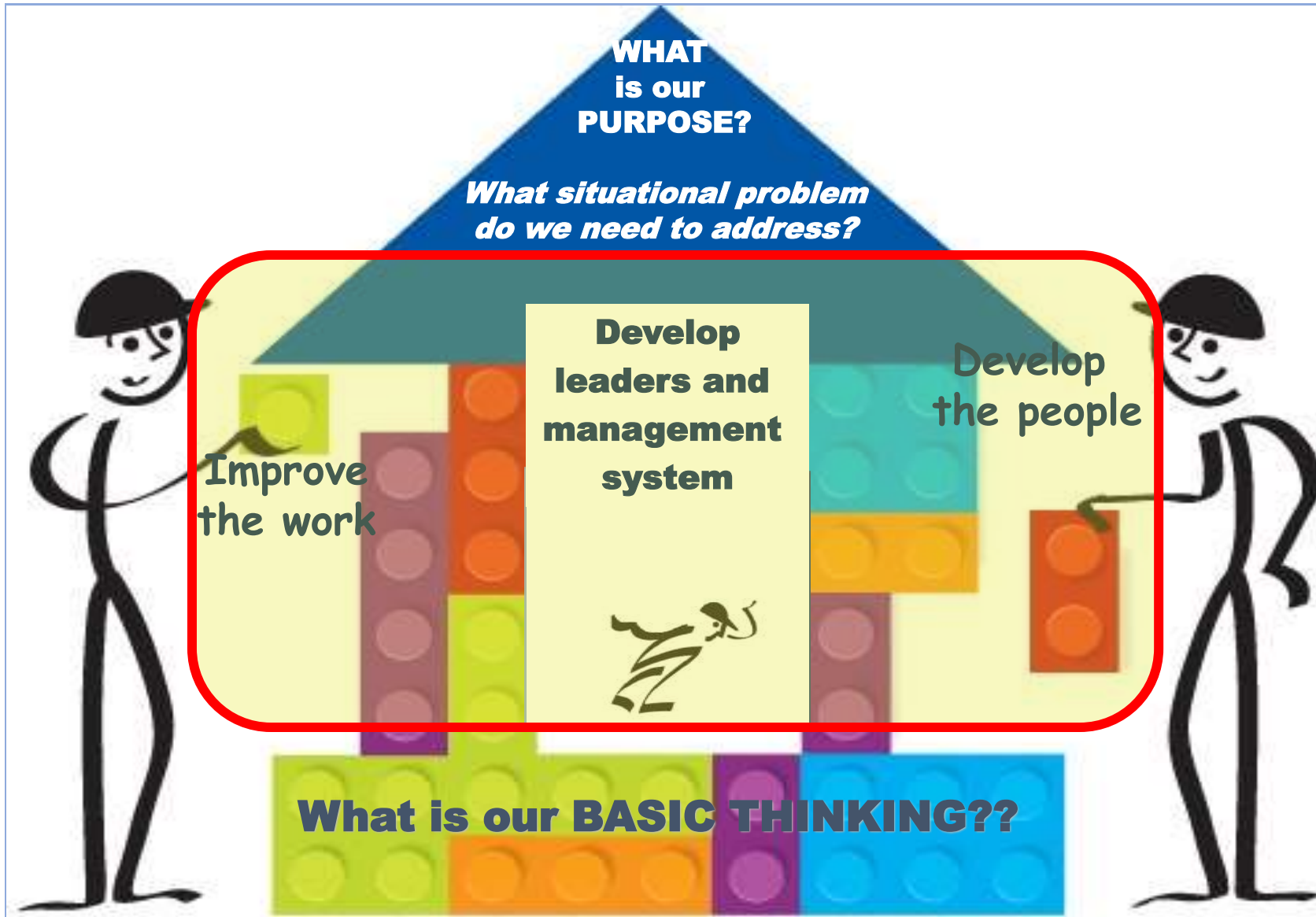
Purpose
Current condition
Target Condition
Value stream map
Fishbone



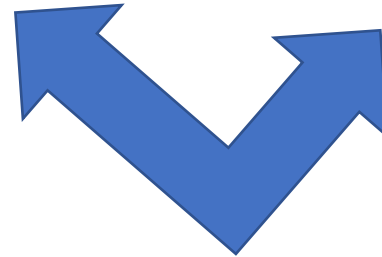
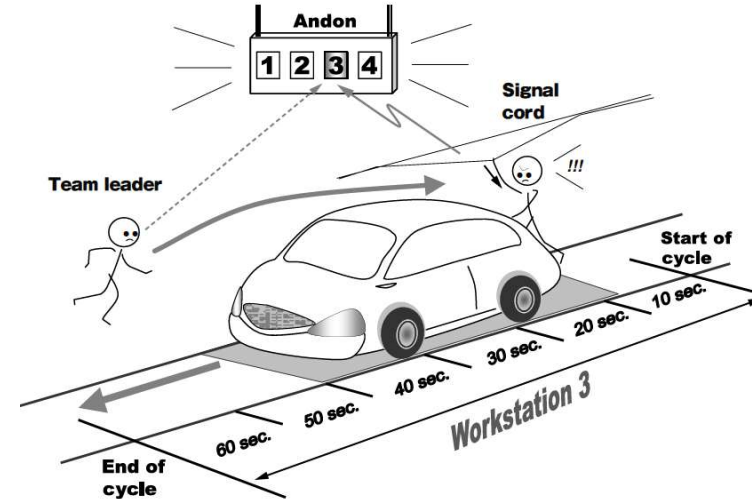
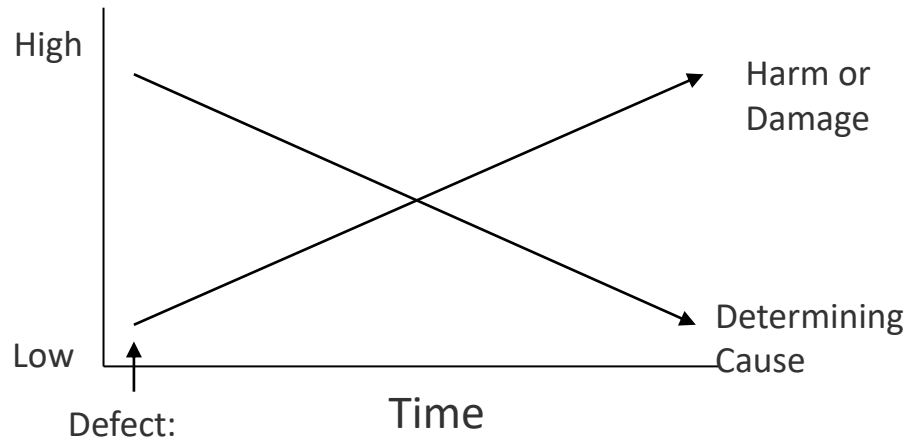
The transformation journey - five questions



Where most of the work will be needed



Designing a management system for built-in reliability & quality & productivity



Make it safe for the individual
AND the company to learn from mistakes

Africa *Kaizen* Award – to spread the word about *Kaizen* throughout Africa



Spread the word about *Kaizen* throughout Africa – spread the *practice* of *Kaizen*



Spread the *practice* of *Kaizen* – achieve improved competitiveness



Improved competitiveness – more ‘decent & productive’* jobs



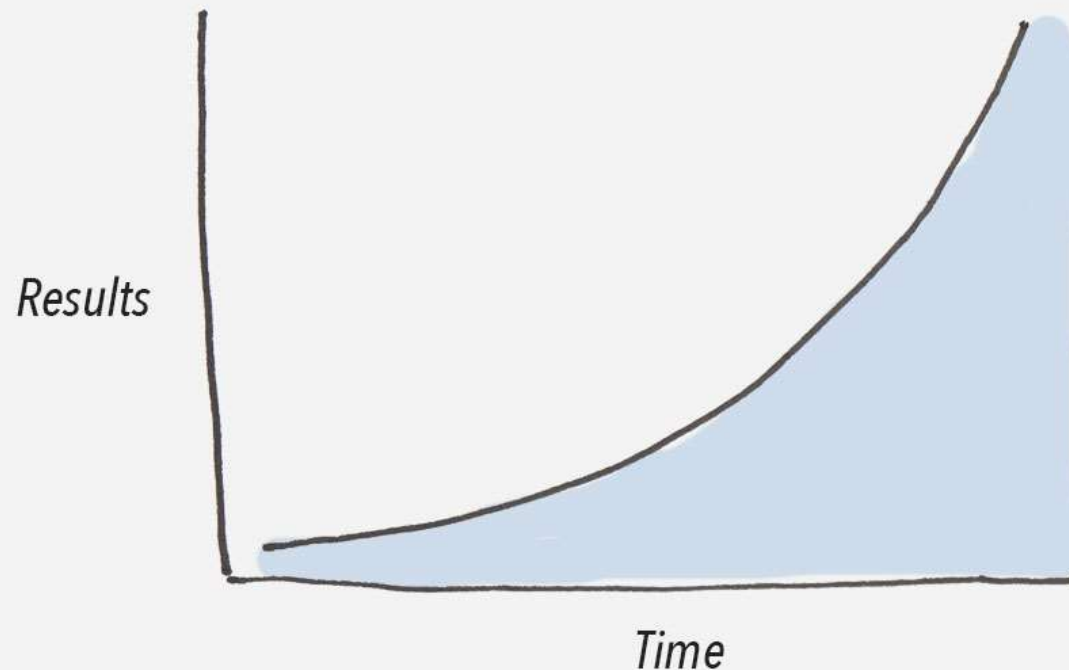
More good jobs – growing social and economic wellbeing

What *Kaizen* does over time....

Improvements come slowly in the beginning, but your gains increase rapidly over time

EXPONENTIAL GROWTH

Improvements come slowly in the beginning, but your gains increase rapidly over time.



Twenty-two companies were nominated for consideration for the Africa Kaizen Award 2020

Four companies were judged most impressive in their *Kaizen* work

But all should PERSEVERE – exponential gains!

And spread the word about *Kaizen*!

Contribute to growing
social and economic wellbeing across Africa

Thank you