

**EKI'S NEW APPROACH:  
OPERATING IN TIME OF COVID-19  
FOR EXCELLED SERVICE DELIVERY**

**PRESENTED TO 2020 AKAC**

**ETHIOPIAN KAIZEN INSTITUTE**

**2 SEPTEMBER 2020**



# (1) KAIZEN: NURTURED WORKING CULTURE

- WELL KNOWN & GLOBALLY COMPETING
  - ENTERPRISES,
  - ENTREPRENEURS &
  - SOCIETY WINNING THE WILL OF BEING CREATING A NATION OF FAIR WEALTH
- DEVELOPING ORGANIZATIONAL LEARNING CAPABILITIES AND ENTERPRISE MANAGEMENT ABILITIES

## **(2) KAIZEN AND COVID-19: REVERTING THE PANDEMIC CHALLENGES TO ECONOMIC OPPORTUNITIES**

- VIRTUALIZATION: REMOTE CONSULTING
- DIGITALIZATION: E-KAIZEN
- CONTINUE OPERATING DURING AND POST COVID-19 SCENARIOS:
  - BUSINESS CONTINUITY PLAN (BCP),
  - OCCUPATIONAL SAFETY AND HEALTH (OSH),
  - ENSURING EMPLOYEES JOB SECURITY BY ENHANCING PRODUCTIVITY

# **(3) PECULIARITIES OF FUTURE EKI APPROACH**

## **1. VIRTUALIZATION: REMOTE CONSULTING**

- 1.** ESTABLISH VIRTUALIZATION PLATFORM:
  - MAXIMIZE ICT UTILIZATION (MS TEAMS, ZOOMING, ...),
  - ESTABLISH BETTER ICT INFRASTRUCTURE (CONNECTIVITY, IT GADGETS)
  - MAN-WARES DEVELOPMENT: SKILL UPGRADING
- 2.** ENCOURAGE REMOTE WORKING AND ESTABLISH VIRTUALLY OPERATING KAIZEN TEAMS
- 3.** E-KAIZEN (DIGITALIZATION):- E-LEARNING ENVIRONMENT, SMART CONSULTANCY, AUDIO-VIDEO STUDIO,...
- 4.** CONSULTANTS REORIENTATION ON VIRTUALIZATION AND DIGITALIZATION

# (3) PECULIARITIES OF EKI'S....

## 2. EXCELLED SERVICE DELIVERY:

- STANDARDIZATION AND CERTIFICATION TO ENSURING SUSTAINABILITY AND INSTITUTIONALIZATIONS
  - CONSULTANTS QUALIFICATION AND CERTIFICATION SYSTEM
  - AWARDING & REGISTRATION OF COMPANIES AND KAIZEN TEAMS
  - TRAINING AND CONSULTANCY MATERIALS PREPARATION: MANUALS, AIDS (E-GAMES), PPTS & TEXT BOOKS
- KNOWLEDGE SPECIALIZATION ON THE THREE KAIZEN PILLARS (TQM, TPS & TPM),
- RETOOLING ON MMIS (MANAGEMENT, MARKETING & INHERENT TECHNOLOGIES)