



## The Best Kaizen Practitioner has decided in Kaizen Follow-up Workshop!!

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### What is Kaizen Follow-up Workshop?

On November 29<sup>th</sup>, 2012, representatives from K-TOP five clusters (Planning, Water, Agriculture and Livelihood, Health and Vocational Training) gathered together at General Directorate (DPD) and held Kaizen Follow-up Workshop. The purpose of the Workshop was to report and share what each clusters have applied in their workplace after Kaizen training using Kaizen Manga (Comic) in June 2012, and to select the best practice on Kaizen, which can be easily practiced by others.

All practices presented by each clusters were fantastic and showed great progress. This Newsletter Vol. 2 No.3 is the special edition for introducing a part of their good practices. This time, Water Cluster was chosen as the best Kaizen practitioner. Looking forward which cluster will be the best at the next Kaizen Follow-up Workshop!



Kassala citizens are our customer

### What is Kaizen?

*Kaizen* is a Japanese approach for "improvement" or "change for the better", which refers to the philosophy and practice that focus on continuous improvement of work processes based on the ideas by frontline (*Gemba*) workers. *Kaizen* approach was originally developed and used in manufacturing industries, but now applied to the operation improvement in the governments.

## The Best Kaizen Practitioner: Water Cluster (SWC)

### Various Kaizen Achievements through Weekly Kaizen Meeting

K-TOP Water Cluster, State Water Corporation (SWC) was selected as the Best Kaizen Practitioner. SWC states their goal as "to produce enough and safety water for drinking" and, through Weekly Kaizen Meeting, it has implemented various kinds of improvement ideas.

In each Weekly Kaizen Meeting, the participants decide the action plan for one week and the person in charge of it. At the next meeting, the person in charge must report the proceeding of the action plan. In this way, the meeting succeeded in making a pressure among the participants and enabled step-by-step and steady improvements.



Ms. Amar and Mr. Abdulgadium presented SWC Kaizen Practices in Workshop

### Main Kaizen Practices

- 1) Deciding the price of monthly water fees which enable continuous maintenance of the well in Wad El Helew
- 2) Establishment of customer database instead of paper-based information
- 3) Establishment of Training Unit (offers trainings for SWC staff)
- 4) Recording of Complaints by using GPS and Excel



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K-TOP is a Technical Cooperation Project between Japan International Cooperation Agency (JICA) and Kassala State Government from May 2012 to April 2014.

## The Best Kaizen Practitioner: Water Cluster (SWC) Kaizen Photo Gallery



Headquarters														
No.	MCID	Unit ID	Address	Office	Name	Position	Class	Target	Order	Year of Birth	Phone	E-mail	Address	Photo
1	ARIS	01-ARIS-1	Participates	Team	Abdullah Abdul Wahab	General Manager	Engineer	PHCT	10	1962	01 00 201 0514		Umm Al-Qura	
2	ARIS	01-ARIS-2	Participates	Team	Zakaria Ibrahim	Manager	Engineer	PHCT	10	1987	01 00 204 7079		S.S.S.	
3	ARIS	01-ARIS-3	Participates	Team	Yusuf Ibrahim	Manager	Engineer	PHCT	10	1973	01 00 204 8001	01 00 204 7079	Umm Al-Qura	
4	ARIS	01-ARIS-4	Participates	Team	Abdullah Ibrahim	Manager	Engineer	PHCT	9	1973	01 00 225 0000		Umm Al-Qura	
5	ARIS	01-ARIS-5	Participates	Team	Mohammed Ibrahim	Manager	Engineer	PHCT	10	1984	01 00 204 8001		Umm Al-Qura	
6	ARIS	01-ARIS-6	Participates	Team	Abdullah Ibrahim	Manager	Engineer	PHCT	10	1979	01 00 225 0000		S.S.S.	



Photo 1) Kaizen Meeting  
 Photo 2) Customer Database  
 Photo 3) Staff database including training record  
 Photo 4) Fee collection in Wad el Helew  
 Photo 5) Training Unit

## Vocational Training Cluster (KVTC)

### Continuous Kaizen based on the Strategic Plan and several kinds of temporal meetings

Kassala Vocational Training Centre (KVTC) is conducting continuous Kaizen based on its Strategic Plan (2012-2014) and three kinds of meetings, namely, Strategic Plan Implementation Committee (SPIC: Director, Deputy Director and five staffs in charge of each strategic goal), Sunday Meeting (Information sharing among all heads of section) and Meeting with Ministry of Finance (Mr. Musa, Director General).

#### Main Kaizen Practices

- 1) Implementing 5S (workshop / office) and monthly KVTC Cleaning Day
- 2) Establishment of the Maintenance Unit (educating how to use in good manner and maintain the facilities in KVTC)
- 3) Applying lesson plan
- 4) In-plant Training Follow-up (questionnaire / making report)

Photo1) Weekly SPIC Meeting for reporting the progress and challenges, raising suggestions and making action plans

Photo2) Implementation of 5S (well-organized tool shelf)





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## Agriculture and Livelihood Cluster (MoA)

### Toward more effective use of agricultural machineries

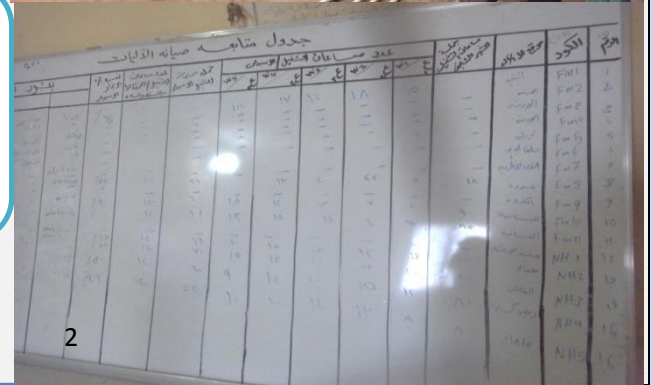
In Agriculture and Livelihood Cluster, Ministry of Agriculture, Forestry, Irrigation, Livestock and Fisheries (MoA) has implemented Kaizen Approach mainly for better manage and effective use of agricultural machineries. On one hand, TTEA, MoA, and K-TOP staffs conducted together cleaning TTEA. On the other hand, TTEA staffs reallocated the machineries based on each area's needs and keep records each machinery's current allocation.



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#### Main Kaizen Practices

- 1) Re-allocation of agricultural machines based on the needs
- 2) Training of Trainers on how to use and maintain the agricultural machines
- 3) Cleaning working environment in MoA and TTEA.
- 4) Using simple format for extension officers



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Photo1) Cleaning Day in TTEA

Photo2) TTEA is using the white board for sharing the information of current allocations of machineries

## Health Cluster (Ministry of Health)

### Disseminating Kaizen Approach at different levels in MoH

In Health Cluster, Ministry of Health (MoH) has disseminated the Kaizen Approach to different levels in the Ministry such as Director General, General Directorates, Sub-directorates, and Partners of MoH. Sharing the idea of Kaizen through the organization and earning the understanding from the leader is essential thing for continuous Kaizen.



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#### Main Kaizen Practices

- 1) Supporting the career-up of staffs through Continuous Professional Training Centre
- 2) Garbage cleaning in the main building of MoH
- 3) Maintaining simple and nice working environment such as Teaching Class in Midwifery School
- 4) Improving each village midwives in-service training by reflecting the lesson-learned discussed in pre-meeting and post-meeting



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Photo1) Group discussions in Continuous Professional Training Centre

Photo2) Teaching Class in Midwifery School after Kaizen



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## Planning Cluster (DPD)

### Comprehensive 5S implementation based on ideas from Suggestion Box

In Planning Cluster, General Directorate of Planning and Development (DPD) has conducted the comprehensive 5S such as daily garbage collection, making the office layout simpler, filing, making car-parking and so on. In order to make all staffs participate in Kaizen, DPD set suggestion box to collect the ideas. Some of the 5S implementations were started from those ideas.

#### Main Kaizen Practices

- 1) Changing the layout of the office for the simple working environment
- 2) Making car parking place with shade
- 3) Cleaning working environment in DPD by daily garbage collection
- 4) Filing document in all offices

Photo 1) Using the corridors for the small meetings

Photo 2) Opening of the suggestion box and discussing which idea to implement



## JICA K-TOP project office: Planning

### Accumulation of small improvements through Weekly Office Kaizen Meeting

Through weekly Office Kaizen meeting, K-TOP staff in planning cluster participated and contributed in suggesting simple Kaizen activities which they can conduct by themselves to improve their work place without any budget.

#### Main Kaizen Practices

- 1) Putting the how-to-use instruction (photocopier) on the wall besides photocopier
- 2) White Board for sharing the staffs' daily schedule
- 3) Filing using colors
- 4) Newsletter standardization



Photo) Office Kaizen practices and Weekly Office Kaizen Meeting.

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