



Tired of working 6 months, 9 months, a year to see the benefits of solving a work process problem? Want an information-based improvement method that steps you through all phases of the improvement cycle? How about engaging and energizing your work teams? This “Kaizen\* Event Skills and Process” course teaches the process and techniques to involve the team in solving problems and implementing solutions often within one week!

## Benefits:

- **Co-lead a team** through an actual Kaizen event to gain immediate results
  - Typical payback **within 1 month - 1 year**
  - With the co-lead approach, the participant is often prepared to continue using the Kaizen event skills and knowledge to facilitate more teams and create continued benefits
  - Kaizen events also produce **team pride and ownership, as well as more energy and enthusiasm for more improvement**
- **Training** in the Kaizen process
- Kaizen methods & techniques **practice**
- One-on-one application **coaching** time
- 1 Year **Membership** into a continual improvement community of practitioners
- 20 hours of continued education

*“We decreased defective requests from 90% to 0 last month.” Kaizen facilitator during measure review the month following the event*

## Course Goal:

To increase knowledge and skills to **facilitate the improvement cycle effectively and efficiently within a Kaizen event** including the confirming and preparing of the scope and team; performing the Kaizen event; and institutionalizing the improvements. Participants will **learn and apply ~ 40 improvement, change, and project management job aids and techniques**. The course will follow the Tell/Show/Do/Recycle learning approach (tell you about the skill, show you examples, apply the skill together, and provides feedback) so that:

- You can be successful in leading teams through the improvement cycle and steps of a Kaizen event.
- Results are improved at a rate greater than in the past.
- You and other team members are involved and eager to create more improvement.
- You understand how to prepare and perform a Kaizen event - day by day (including what to expect, what skills are needed, what improvement techniques to employ).
- You gain the process and techniques to install the solutions, measure performance, continually improve, and effectively manage the changes.

### Time frame:

- 20 hours classroom training (tell, show, do, recycle framework; with role play/application)
- Optional: 5 days of on-site event (co-lead with coach)
- Hours of additional one-on-one coaching

*“Kaizen shocked us, we thought that we were going to spend a week to remove 10 minutes...instead we identified how to remove 190 minutes.” Karen, Process Owner*

### Agenda:

1. Kaizen Event Process Overview
2. Confirming the Kaizen (Training, Practice)
3. Preparing for the Kaizen (Training, Practice)
4. Performing the Kaizen (Training, Practice)
5. Institutionalizing the Improvements (Training, Practice)
6. Managing Change (Training, Practice)
<b>Optional On-site with the team – 5 Days</b>
On-site Kaizen event, with coach as co-lead (real, immediate application)

### Recommended Prerequisites:

- Introduction to Improvement: “Seeing the Possible”
- Foundational Continual Improvement
- Process Mapping
- Problem Solving and Solution Identification

### Some Kaizen Success Stories -

<https://www.continualimpact.com/customers/success-stories>

**\*** Kaizen simply means “change for the better”. Kaizen is a way of life, a management principle, and a method. The Kaizen event method is a team-based approach to problem solving that flows through all phases of the improvement cycle effectively and rapidly. Before the event, a Kaizen-appropriate problem is identified along with goals in areas such as customer satisfaction, cycle time and labor reduction, and error elimination. A typical event uses the **systematic process to guide the team to identify waste in the targeted work process, understand and analyze the root causes, identify and test solutions, learn, install improvements, and create a system for ongoing improvement.** As the event progresses, numerous continual improvement and change management methods and techniques are applied.

All this work is accomplished in a brief period of time, typically **5 consecutive days, with full benefits achieved within 0-3 months.**

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