

◆ Episode 7 Be satisfied with Kaizen:

~ QC Story Step 7 Standardize and Adopt the management ~



The result of (Why? Why? Analysis)...



(Draw an operation flow chart that can be the operational manual) and (Draw a table of check points for the original proposal) let's now put them into priority order and implement them

With the new countermeasure we have, such as



Days and months have passed ...



Thanks to the various check lists, it is easier to review the documents and it takes lesser time to have each cases granted!!

6 months passed since implementing kaizen started



All cases use to take more than a month to handle it but now, more

than half of the application are handled within a month!



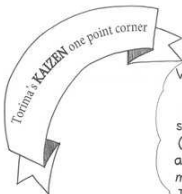
Having the check list make it easier to review the drafts and the number of mistakes

such as forgetting the accompanied documents have decreased!

When this happens, it's finally the last step of kaizen which is (Standardize and adopt the management)



Seems like some of the countermeasures we have been working on have started to show some effects



We are finally at the last step of QC story which is (Standardize and adopt the management) Just because you have reached this point it doesn't mean it's over. You'll have to relate it to the next (P) and start a new kaizen circle



7 Steps in solving problems (QC story)

	Order	Basic steps	Implementing Issues	
P	1	Select Theme	Grasp the problems and decide on theme	
	2	Understand the current situation and set a target	Collect information and decide on its characteristic value Set the target and period	
	3	Draw up an activity plan	Decide on implementation issues, dates and distribution	
	4	Analyze the cause	Analyze the cause and outline the countermeasures	
	5	Review and implement countermeasures	Get ideas on the countermeasures, review the implement method Carry out the countermeasures	
D				Explained in previous episodes ↑
C	6	Check the effects	Check the results and compare with the target value	
A	7	Standardize and adopt the management	Standardize and adopt the management	Current explanation

↓
To a new (PDCA)

Torima's KAIZEN One Point Corner (Continued)

Reaching to standardization does not mean it is over

From here, the countermeasures that were standardized will have to be established such as through carrying out an educational training and certainly implement the standard. It is important until you follow the result (Check on the state of stabilization)

This is how we proceed kaizen by standardizing important countermeasures and establishing it!!

In this step, we go ahead with standardization (rules/systemize) for the countermeasures that showed effects

At this point, you fill in the operation flow chart (explained in episode 4 appendix corner) which was introduced at step 2 (Understand the current situation and set a target) and expect it to be useful as a manual after kaizen



7 Steps in solving problems (QC story) its theory and usage (Standardize and adopt the management)

Step 1~V

VII Standardize and adopt the management

- ① Standardize (Rules/system)
- ② Proceed implementation of standardization
- ③ Educate and provide training
- ④ Certainly implement standardization
- ⑤ Follow up the result. Check on the state of stabilization



I was happy when our customer told me that he was very pleased with our immediate correspondence



We have eliminated lots of useless things like mistakes and troubles. Until now, working was just tough but now that things are going smoothly, we started to enjoy working which is exactly what Leader told us in the beginning



This means to fulfill the balance of work life, right!

Can you look at my homework?

Let's play dad!

Less over time at work made it possible for me to spend more time with my family...



I even went to my kids parents meeting the other day!!

So
I'm not
the only
one happy
here!



When work-
ers motivation
improves, the
quality of work
would also im-
prove and this
means better
customer sat-
isfaction



I remember
too!

There
are
more!!



Exactly!
When you do
kaizen, not
only yourself
but the people
around you
and eventually
the customers
will be
satisfied too



Colleagues
at work



Oneself



Build the balance of work life

And family

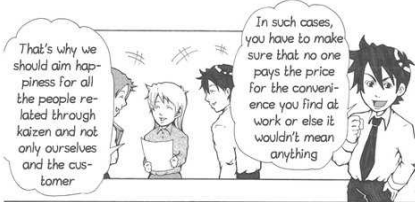


Customer

This time we
tackled kaizen only
within Kaizen group
but depending on
the theme or the im-
plementing subject,
there are times when
other organization or
groups will have to
take part in it



Kaizen is not
something
you do alone
or only within
your depart-
ment in an
organization



That's why we should aim happiness for all the people related through kaizen and not only ourselves and the customer

In such cases, you have to make sure that no one pays the price for the convenience you find at work or else it wouldn't mean anything



A proper kaizen would be a kaizen for everyone to be happy!!

You are right. Pleasing only ourselves would not be a right kaizen!

It's natural to think the more a service product is processed to the end, the more closer it becomes to customers

If I can add a bit more to it, kaizen is a process where you consider those taking over the work process after you as customers



Pretty much what Gen-san said!

and to keep in mind to be clear and not to give any inconvenience which would lead to a general kaizen at the end



I am not saying it is ok to neglect the process before you but you should consider those internal staff, department and customer who will receive the documents and data prepared by you

We can take such consideration in our daily life!



We got it!!



OK!!

We still have the second half of the year for our target so let's work hard on it!!



Nonetheless, it's only 6 months since we started the countermeasures

To be continued