

CONTINUOUS IMPROVEMENT PROCESS (KAIZEN)

DATE: 17-18 April / 9-10 August / 6-7 December 2023
FEE: RM 980

DURATION: 2 Days
HRD CORP SCHEME:
HRD Corp Claimable Courses

PROGRAM OVERVIEW

In business management, kaizen is a Japanese tradition, which is now used internationally, modified by each culture to best suit their business environments. A literal translation of kaizen could be "to become good through change". At its most basic the concept of kaizen is one of restructuring and organizing every aspect of a system to ensure it remains at peak efficiency.

Kaizen is founded upon five primary elements:

- **Quality Circles:** Groups, which meet to discuss quality levels concerning all aspects of a company's, running.
- **Improved Morale:** Strong morale amongst the workforce is a crucial step to achieving long-term efficiency and productivity, and kaizen sets it as a foundational task to keep constant contact with employee morale.
- **Teamwork:** A strong company is a company that pulls together every step of the way. Kaizen aims to help employees and management look at themselves as members of a team, rather than competitors.
- **Personal Discipline:** A team cannot succeed without each member of the team being strong in themselves. A commitment to personal discipline by each employee ensures that the team will remain strong.
- **Suggestions for Improvement:** By requesting feedback from each member of the team, the management ensures that all problems are looked at and addressed before they become significant.

While many Western models to increase business productivity look at radical shifts to create drastic changes and immediate improvements, kaizen takes a continuous, long-term approach to improvement. Kaizen views business productivity as a continually unfolding process. The emphasis, therefore, is on the constant bettering not only of one's relation to the workplace, but also, more importantly of oneself as a person.

LEARNING OUTCOMES

Upon completion of this program, participants will be able to:

- Understand the people implications of the Kaizen philosophy.
- Have an appreciation of the importance of appropriate targets and measures.
- Benchmark performance through a variety of proven models.
- Understand how and when to apply suitable problem solving techniques.
- Use a simple shop-floor tool for effective project management.
Use plan and implement a WRAP (Waste Reduction Action Plan).

METHODOLOGY

- Delivery of the conceptual framework together with a demonstration of how various activities under the Kaizen umbrella tie up and form a complete whole.
- Once a concept is understood, practical application is applied.
- Once application is made clear, implementation can be executed at work place.
- Spoon-feeding.

WHO SHOULD ATTEND

- Mid/Senior Level Manager
- First Level Manager
- Executive/Supervisory

FACILITATOR

Sudesh Vadivaloo

He is an experienced Management Consultant specializing in both Quality Management and Assurance. His background prior to consultancy work was very much in the manufacturing sector. He has a Bachelor's degree in Resource Economics from University Pertanian Malaysia. After graduating he moved onto the manufacturing sector, starting first with a printing company dealing with international books and magazines and later to contract manufacturing, supporting major semiconductor MNC players in the Klang Valley.

PROGRAM CONTENT

Module 1

Fundamentals of Quality.

- Cornerstones of Quality.
- Understanding the QCD Relationship (Quality, Cost, Delivery)
- What Does a Customer Need and Want?
 - Value Adding (VA) and Non-Value Adding (NVA).

Module 2

The Business of Improvement.

- Understanding the Idea of Improvement as a Business Catalyst.
- Establishing the Platform for Improvement Through Kaizen.
- Kaizen Philosophy and Culture and its Contribution to Organizational Growth.
- The Make-up of Kaizen -, Events, Methodology, People, Tools.

Module 3

What is the Kaizen Challenge?

- Building A Strong Foundation.
- The Issue Of Culture And Activities.
- Preparing The Company Towards A Kaizen Culture.

Module 4

Definitions, Concept And Systems.

- The PDCA Approach To Continuous Improvement Deming Wheel (PDCA Cycle).
- The Applicable Tools Of Kaizen.
 - Stop To Fix Problems – JIDOKA (Automation).
 - Mistake Proofing – Poka Yoke.
 - 5S Housekeeping Method.
 - Standardized Work Practices.
 - Takt Time.
 - Visual Controls.
 - Batch Reduction.
 - Spaghetti Diagram.
 - Quick Changeover (SMED).
 - Cellular Concept.
 - Quality At The Source.
 - Kanban.
 - Value Stream Mapping.
 - Just-In-Time System (Supermarket Flow System).

Module 5

People Component of Kaizen

- Group, Individual And Management Oriented Kaizen.
- Create Awareness.
- Establish Timetables, Roles And Responsibilities.
- Monitor And Evaluate Your Work Plan.
- Celebrating Successes.

PROGRAM SCHEDULE

Day 1

9:00am - 10:30am	:	Module 1
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 1 (<i>Continue</i>)
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 2
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 2 (<i>Continue</i>)
		End of the day

Day 2

9:00am - 10:30am	:	Module 3
10:30am - 10:45am	:	Coffee Break
10:45am - 1:00pm	:	Module 4
1:00pm - 2:00pm	:	Lunch
2:00pm - 3:30pm	:	Module 4 (<i>Continue</i>)
3:30pm - 3:45pm	:	Coffee Break
3:45pm - 5:30pm	:	Module 5
		End of the day

