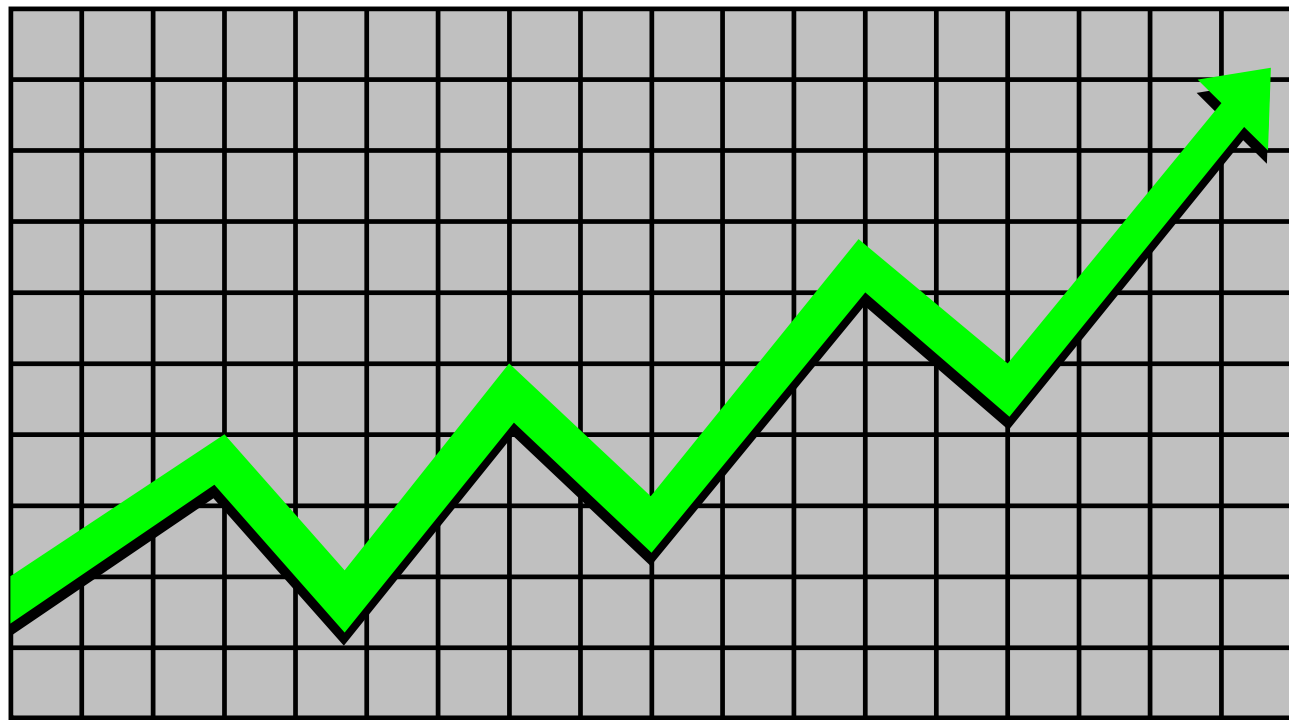


KAIZEN

WALANG TIGIL NA KAHUSAYAN



KAIZEN

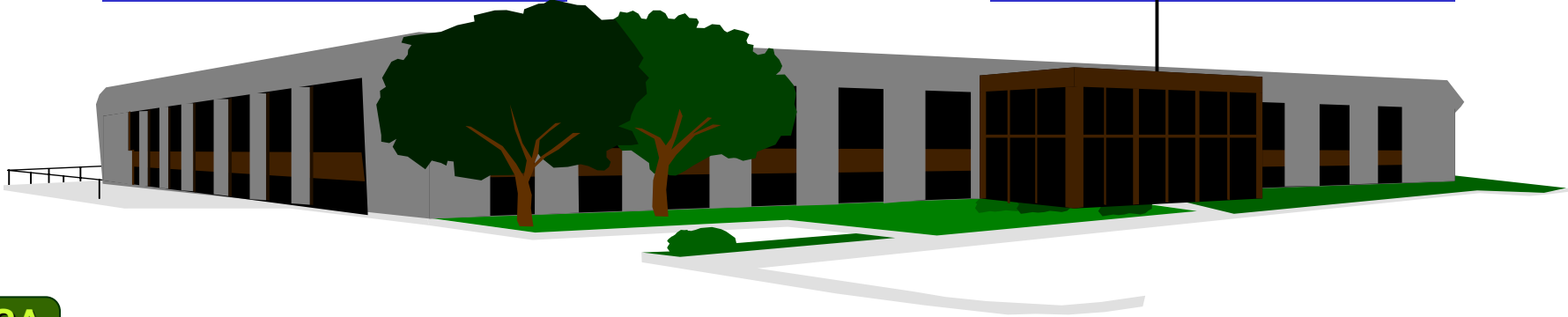
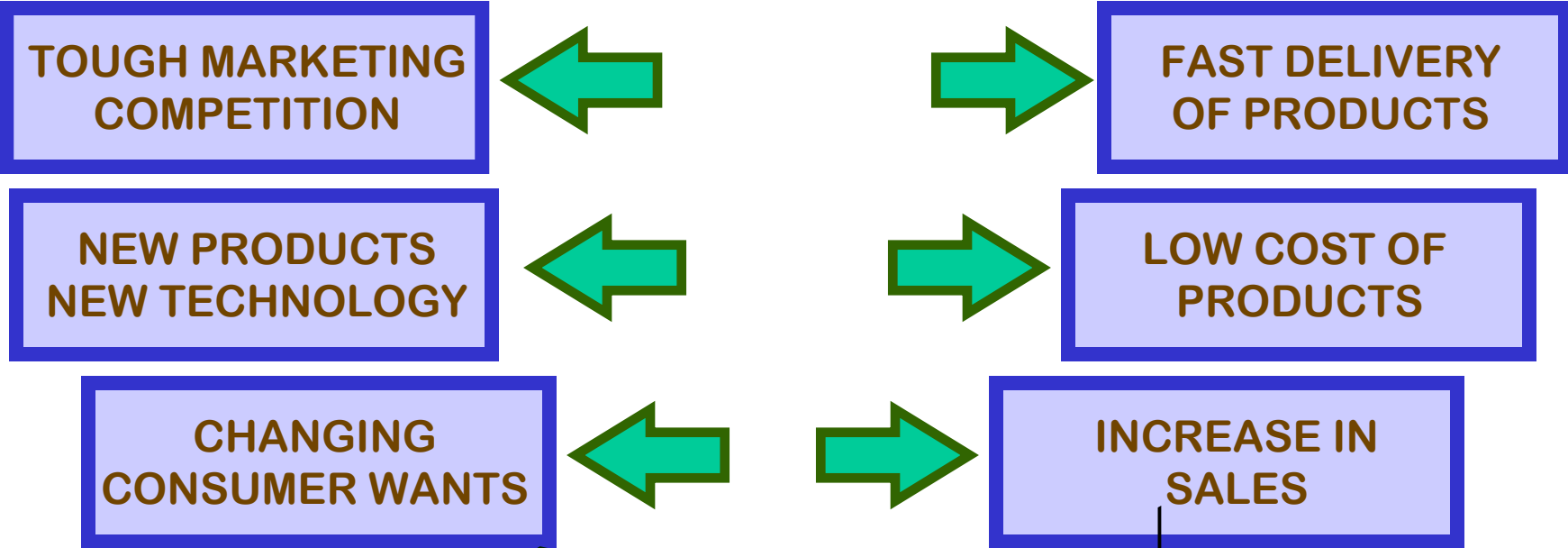
WALANG TIGIL NA KAHUSAYAN



- I. Philosophy of Companies and Goals
- II. Kaizen as a tool to achieve company goals
- III. Concept of Kaizen
 - o History
 - o Definition
 - o Principle
 - o Application
- IV. Kaizen as applied in the industry
- V. Question and Answer
 - o Open Forum

UNDERSTANDING KAIZEN

To survive the competitive atmosphere of modern manufacturing, the company must face the challenge on :



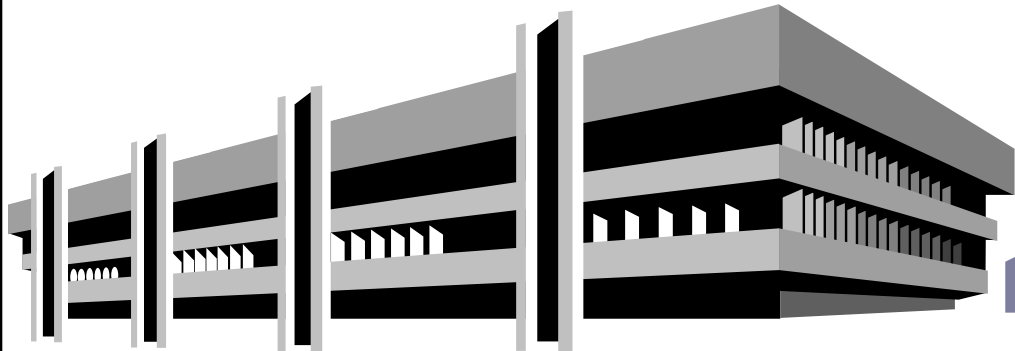
WHAT DOES IT TAKE FOR A COMPANY TO BE SUCCESSFUL ?

STRICT ADHERANCE
TO STANDARDS

TOTAL CUSTOMER
SATISFACTION
(Product & Service)

COMPANY
PROFITS

PEOPLE
SAFETY



PROFIT IS A REWARD,

“ For the appreciation given by a customer, “ it should not be the ultimate goal of the company, because if profit is the goal, then any means to get profit can be made. **Konosuke Matsushita**



If you take care of the **QUALITY**, the **PROFITS** will take care of themselves **Masumasa Imaizumi**

Musachi Institute of Technology

A **SATISFIED CUSTOMER** is your **BEST ADVERTISEMENT**

PROMOD BATRA
Management of Thoughts

QUALITY
TOTAL CUSTOMER
SATISFACTION

KAIZEN

and its RELATIONSHIP
To

QUALITY VALUES

QUALITY VALUES



CUSTOMER SATISFACTION



CONTINUOUS IMPROVEMENT



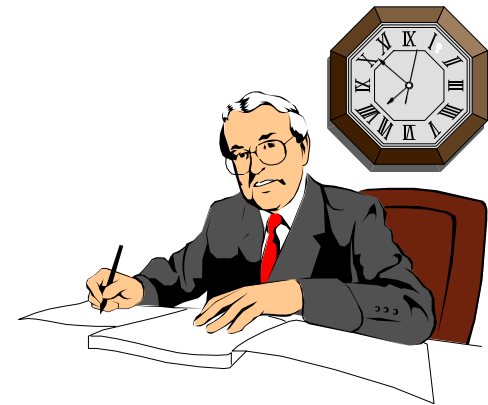
QUALITY SYSTEMS



TEAMWORK



INTEGRITY



SELF-DISCIPLINE

WALANG TIGIL NA KAHUSAYAN (CONTINUOUS IMPROVEMENT)

“Sa patuloy na hakbang, daratnan anong layo man ng paroroonan.”

“Masaya ang Mahusay”

Our Behavior : Perpetually seek a better way

1. GET A KICK OUT OF EXCELLENCE

- o Strive to be the “ best” in whatever you do.
- o Excellence (garantisado / sigurado) vs mediocrity (pwede na).
- o Excellence brings natural happiness and fulfillment.

2. CONTINUOUS IMPROVEMENT IS A MINDSET

- o Accept and believe in continuous improvement, it will show in your behavior. Then it becomes a habit. And then, a permanent lifestyle... a lifestyle of continuous excellence.

3. OPPORTUNITY FOR IMPROVEMENT ARE EXHAUSTIBLE

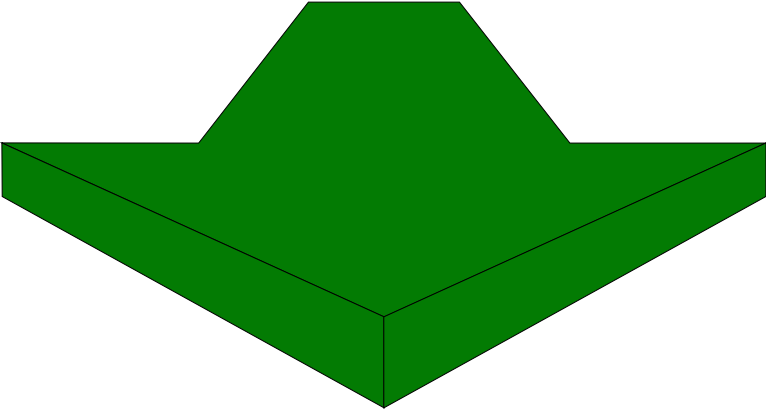
- o Start with your own area.

4. CONTINUOUS IMPROVEMENT MEANS CONTINUOUS SURVIVAL

- o Excellence is dynamic. Today’s excellence is tomorrow’s mediocrity.
- o The fact of life is : Improve or stay behind.

WALANG TIGIL NA KAHUSAYAN

CONTINUOUS IMPROVEMENT



KAIZEN



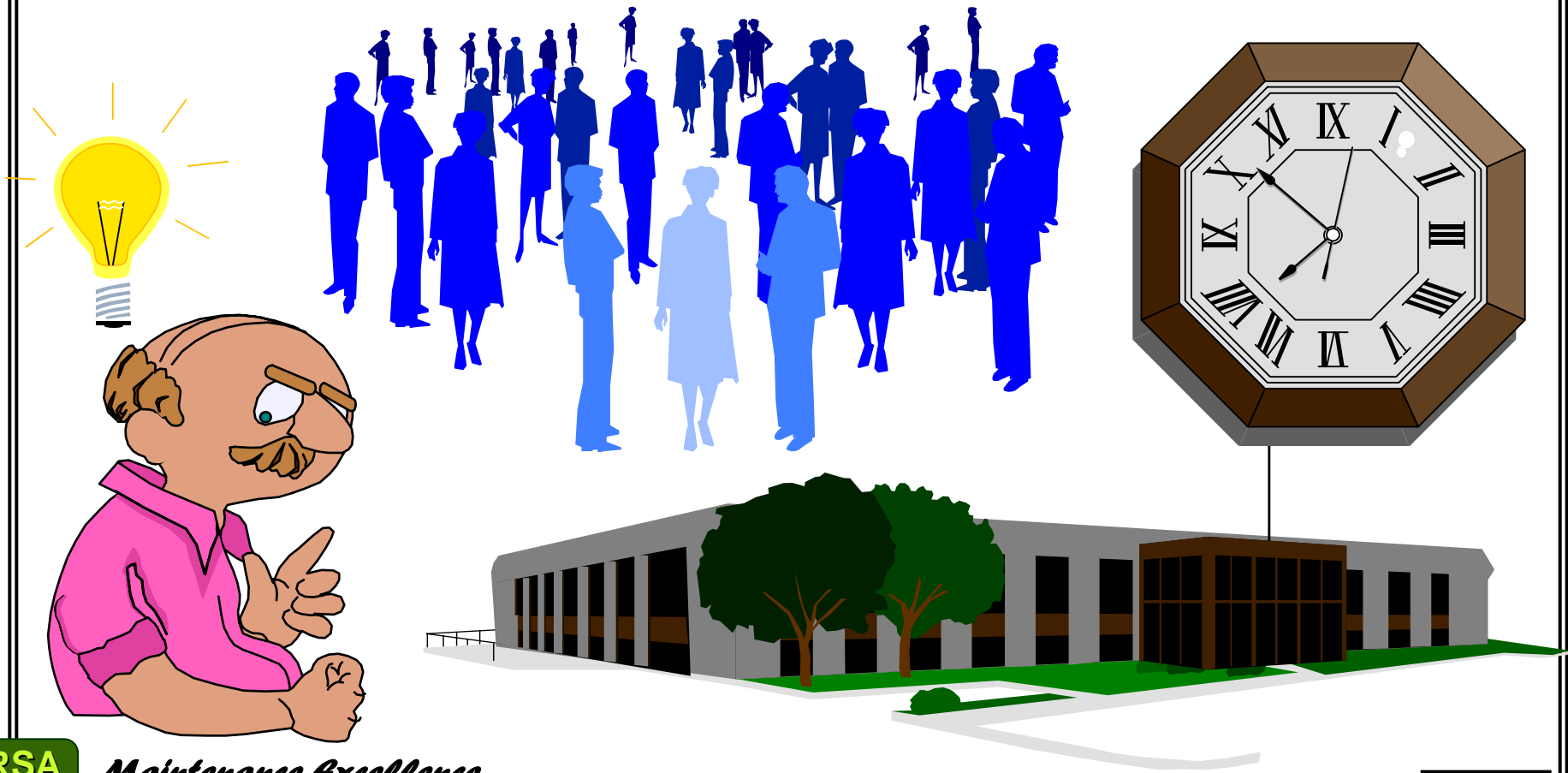
KAIZEN is the belief that any product or process devised by man is capable of continuously improved.



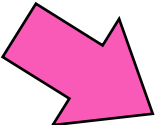
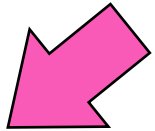
It contradicts Fredrick Taylor's belief that there is only , **ONE BEST WAY** to do anything....

UNDERSTANDING KAIZEN

The message of the KAIZEN strategy is that not a day should go by without some kind of improvement made somewhere in the company.

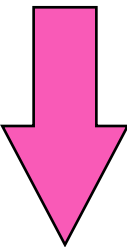
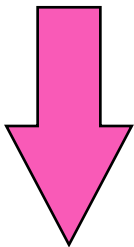
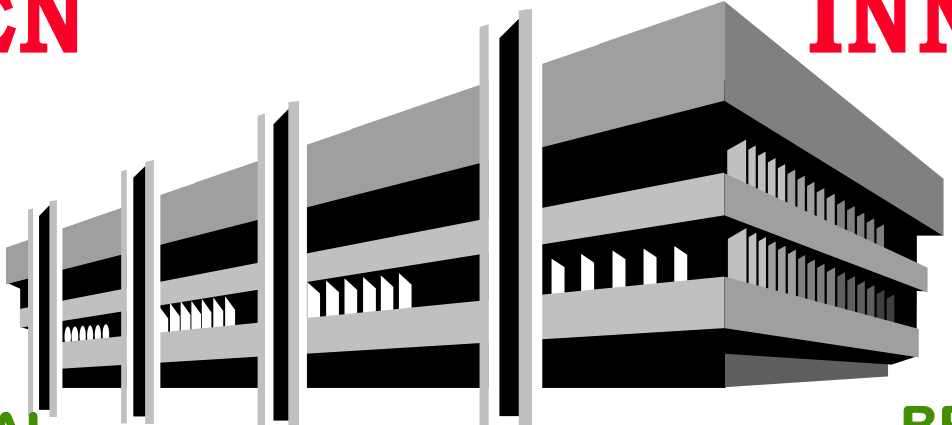


KAIZEN CONCEPT



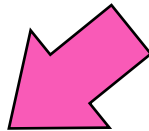
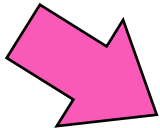
KAIZEN

INNOVATION



**GRADUAL
IMPROVEMENTS**

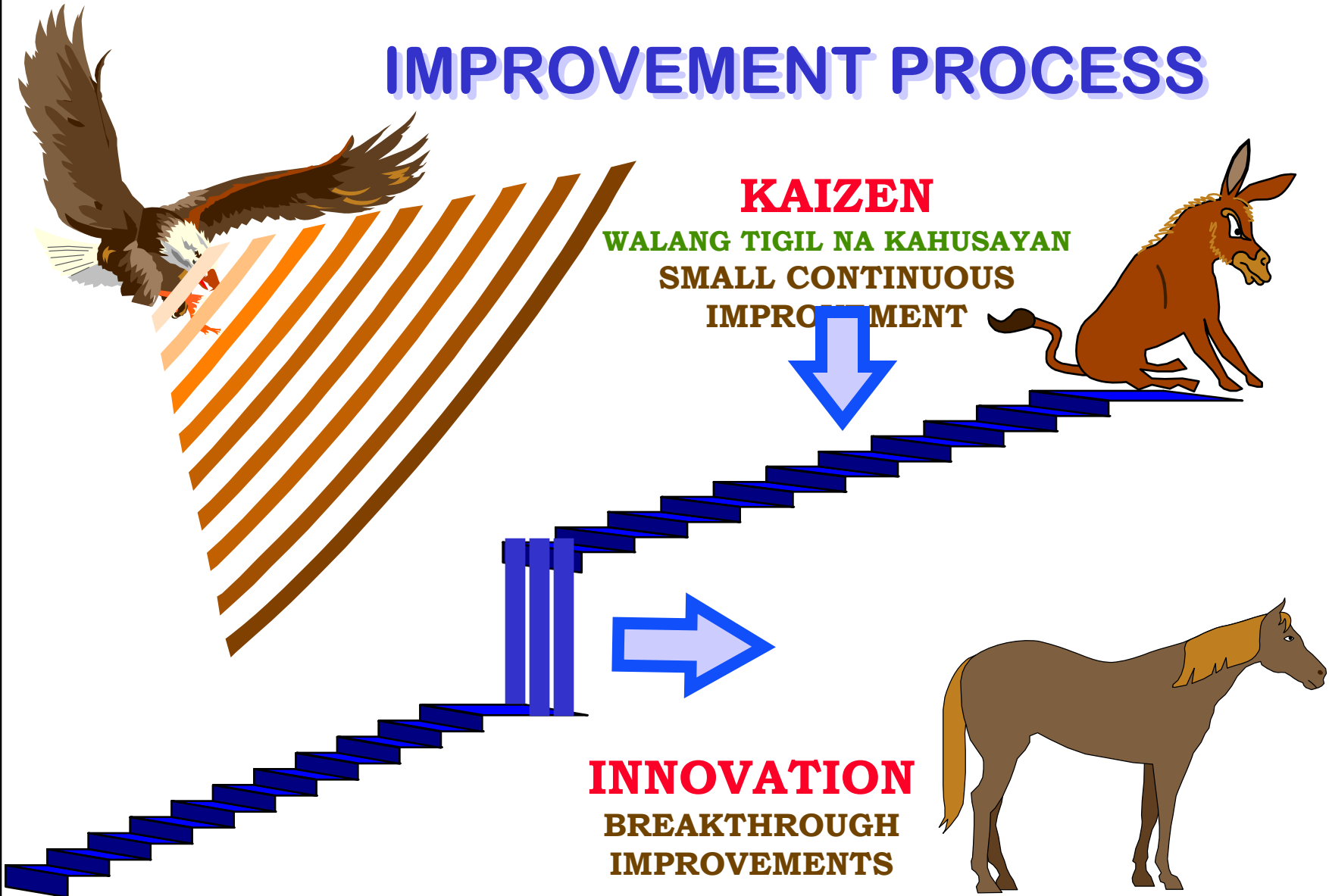
**BREAKTHROUGH IN
THINKING**



IMPROVEMENTS

**CHANGE ANSWERS WHY A COMPANY CANNOT REMAIN
THE SAME IN THE FUTURE**

IMPROVEMENT PROCESS

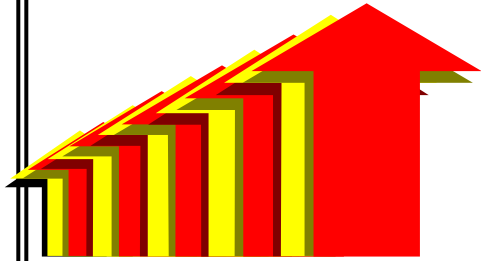


KAIZEN

WALANG TIGIL NA KAHUSAYAN
SMALL CONTINUOUS
IMPROVEMENT

INNOVATION

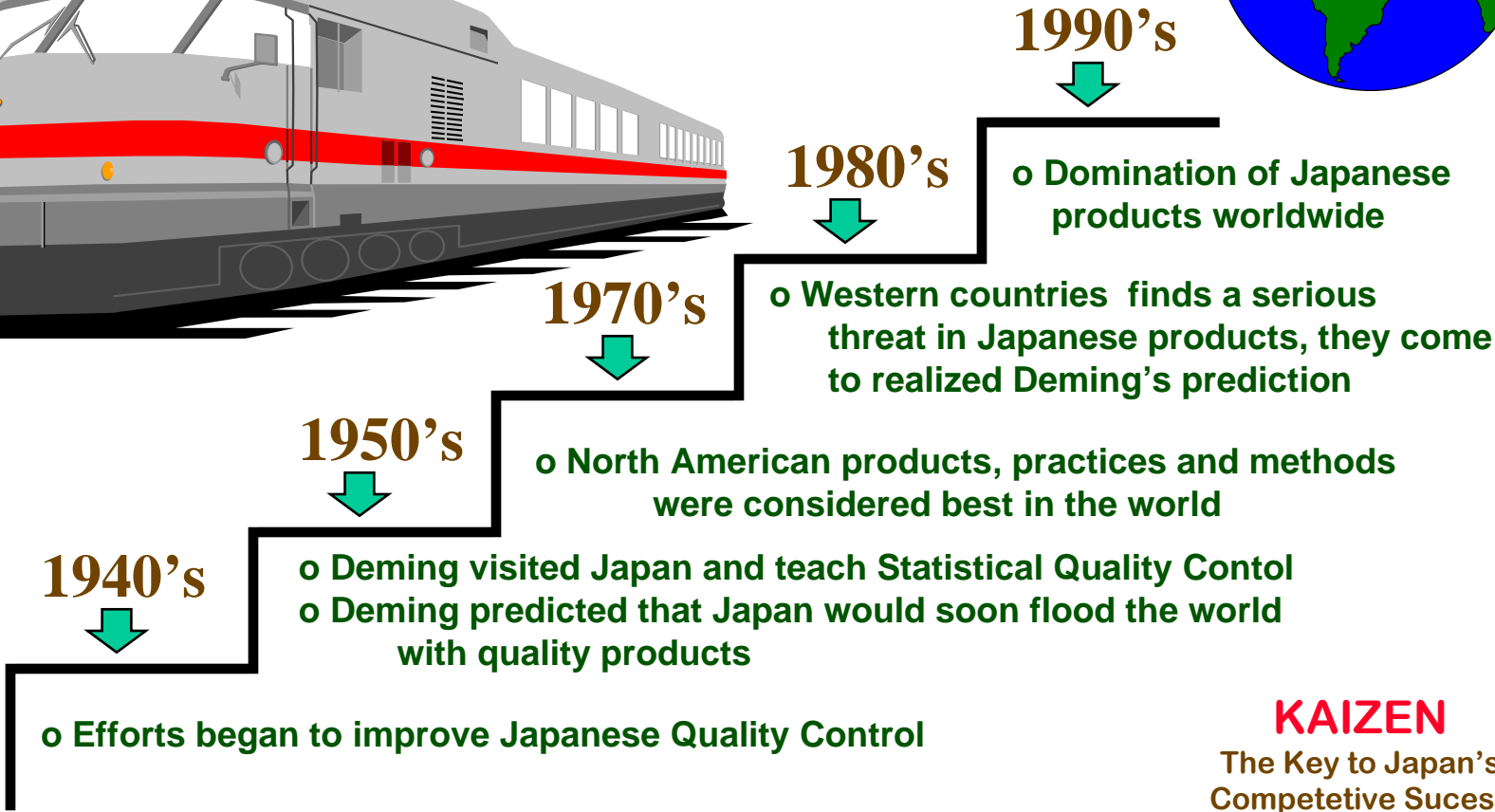
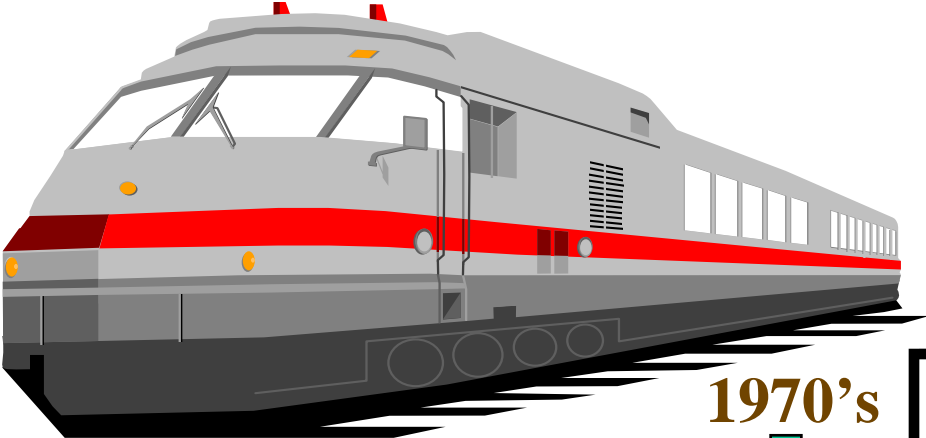
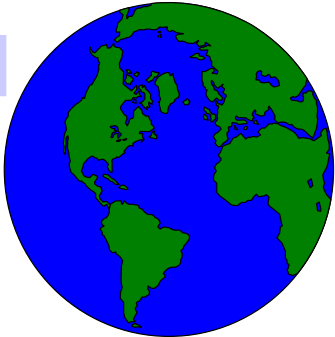
BREAKTHROUGH
IMPROVEMENTS



KAIZEN vs INNOVATION

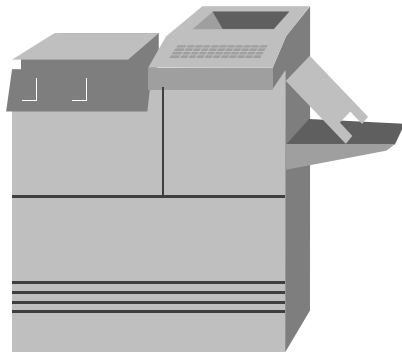
	KAIZEN	INNOVATION
1) EFFECT	LONG TERM AND LASTING BUT UNDRAMMATIC	SHORT TERM BUT DRAMATIC
2) PACE	STEP BY STEP / SMALL STEPS	GREAT LEAPS / BIG STEPS
3) TIMEFRAME	CONTINUOUS AND INCREMENTAL	INTERMITTENT / NON-INCREMENTAL
4) CHANGE	GRADUAL AND CONSTANT	ABRUPT AND VOLATILE
5) INVOLVMENT	EVERYBODY	SELECT FEW-CHAMPION
6) APPROACH	TEAM ADAPTIBILITY	INDIVIDUALISM / CREATIVITY
7) MODE	MAINTENANCE AND IMPROVEMENT	SCRAP AND REBUILD
8) SPARK	CONVENTIONAL KNOW-HOW AND THE STATE OF THE ART	TECHNOLOGICAL BREAKTHROUGH, NEW INVENTIONS / THEORIES
9) COMPOSITION	LINE AND STAFF	CROSS-FUNCTIONAL ORGANIZATION
10) IDEAS	INFORMATION OPEN & SHARED	INFORMATION CLOSED / PROPRIETARY
11) REQUIRMENTS	REQUIRES LITTLE INVESTMENT BUT GREAT EFFORT TO MAINTAIN IT	REQUIRES LARGE INVESTMENT BUT LITTLE EFFORT TO MAINTAIN IT
12) EFFORT ORIENTED	PEOPLE	TECHNOLOGY

EVOLUTION OF KAIZEN

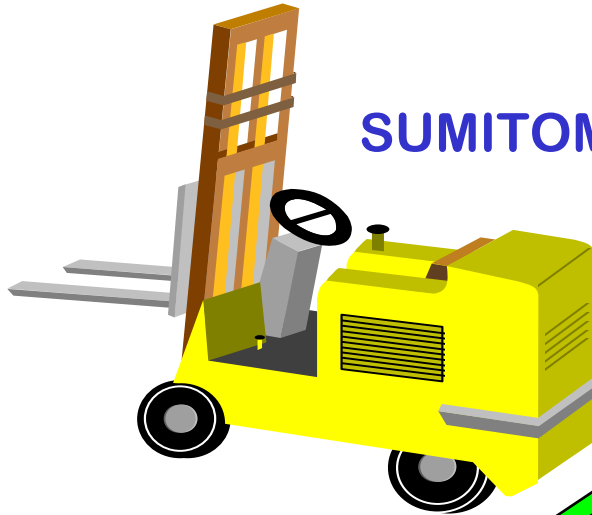


KAIZEN
The Key to Japan's
Competitive Success
MASAAKI IMAI

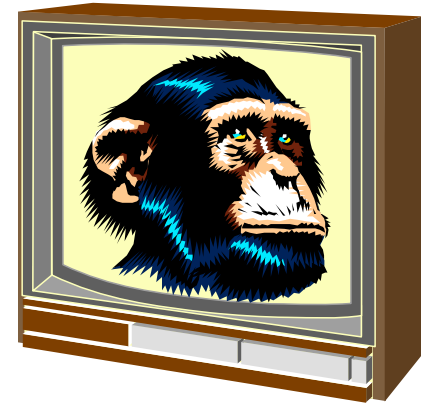
UNDERSTANDING KAIZEN



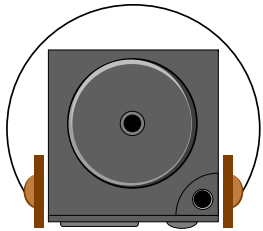
FUJI



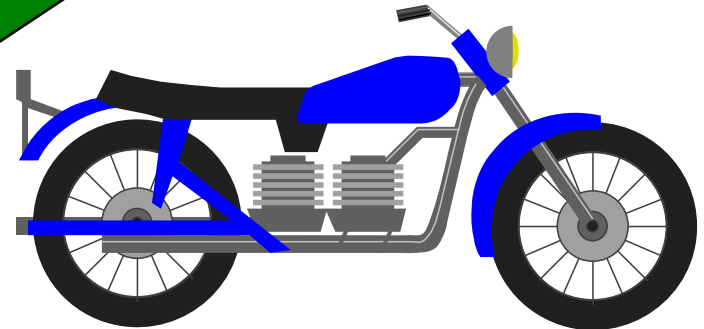
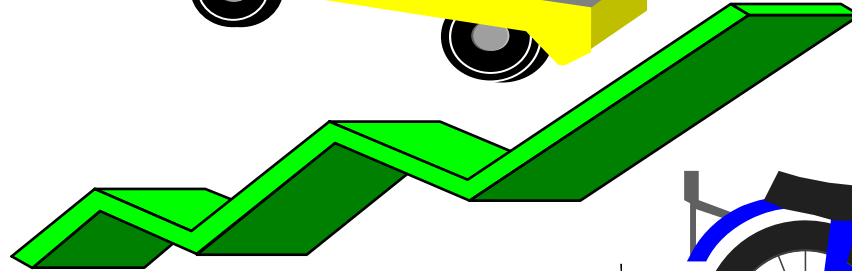
SUMITOMO



SHARP / JVC



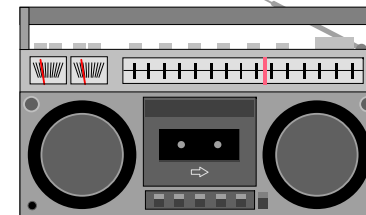
SONY



KAWASAKI / SUZUKI

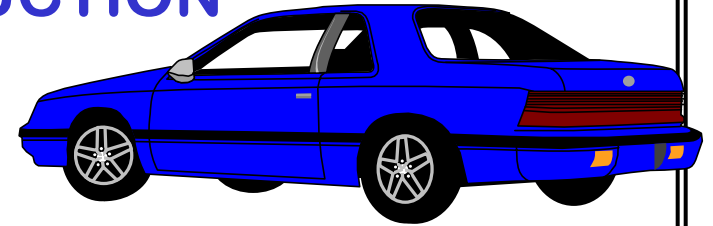


HONDA / TOYOTA / NISSAN



SANYO

THE SECRET WHY TOYOTA PRODUCTION SYSTEM IS SUCCESSFULL



1. DRIVEN BY KAIZEN

Kaizen is the foundation stone that ensures that Toyota's, management system will stay at the forefront of modern management technology.

2. IT RELIES ON TEAMS

It rely mainly on teams rather than on individuals for its success



3. FOCUS ON TIME

The people use time as a crucial competitive tool in any activities they perform

4. IT STRIVES ON TOTAL FLEXIBILITY

It strives on total flexibility, encourages and rewards workers to learn to do as many different task as they can.

5. IT MAKES THE PRODUCTION PEOPLE (NOT QUALITY CONTROL) PRIMARY RESPONSIBLE FOR QUALITY

Production is empowered and authorized to stop production to correct mistakes and problems.

6. RELIES ON CUSTOMER SERVICES

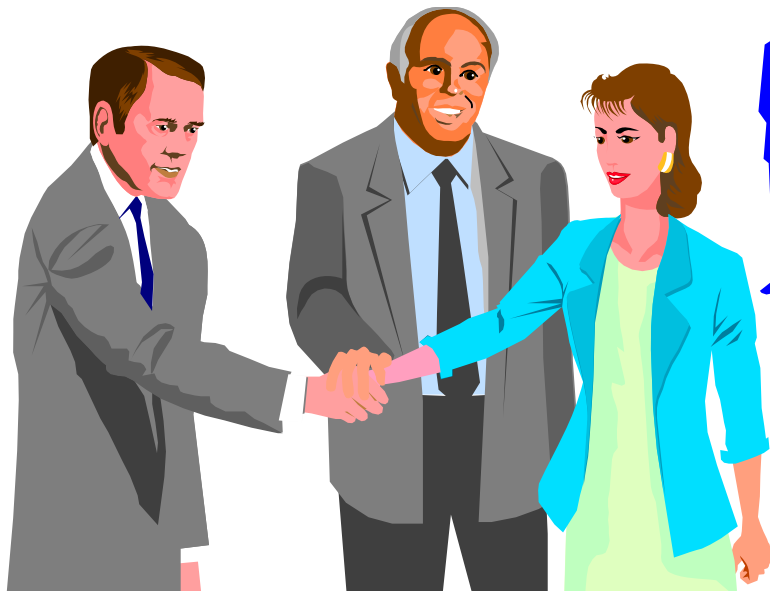
Holds down inventories to ensure that raw material & components are recieve JIT.

KAIZEN : THE CONCEPT

ANG CONCEPTO NG WALANG TIGIL NA KAHUSAYAN

It means improvement. Moreover it means continuing improvement in personal life, social life, and working life. When applied to the workplace Kaizen involves everyone in the organization, managers and workers.

MANAGERS

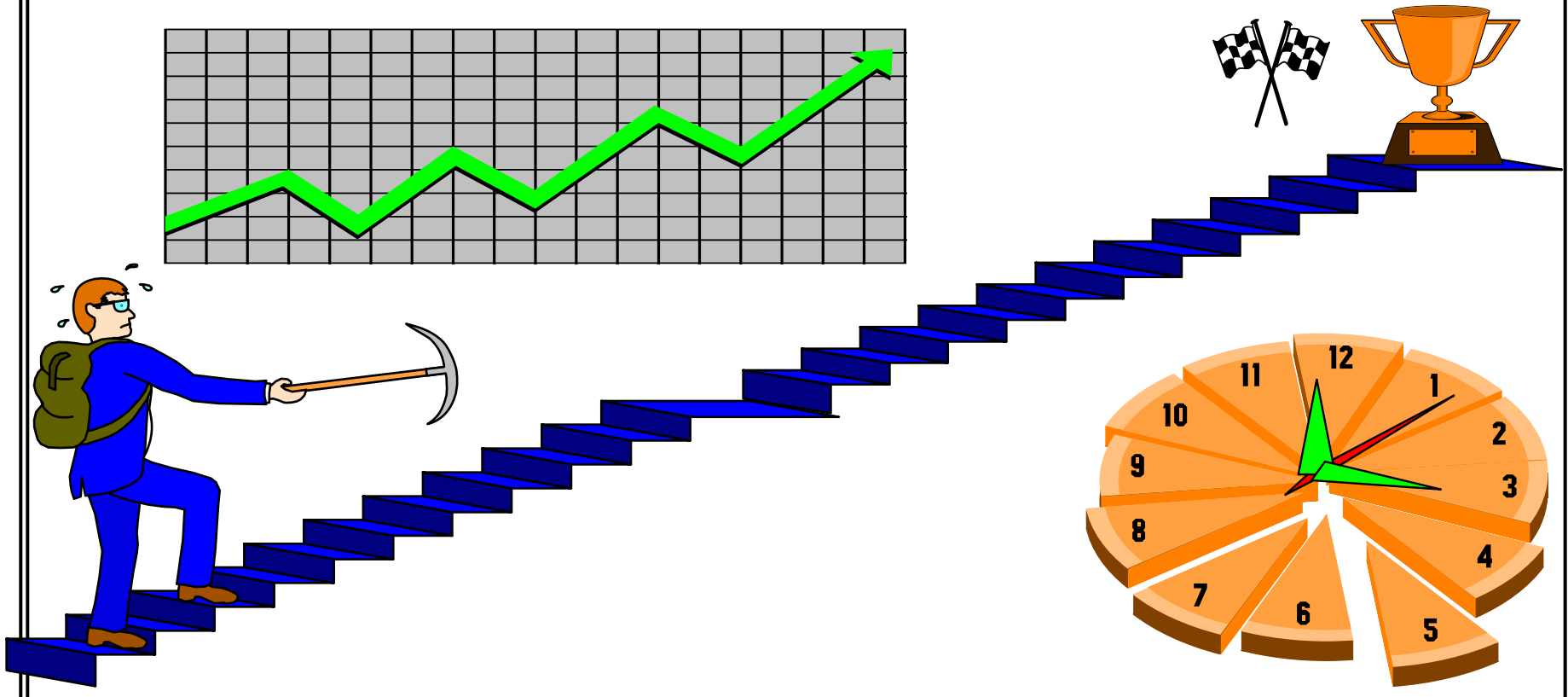


WORKFORCE

KAIZEN : THE CONCEPT

ANG CONCEPTO NG WALANG TIGIL NA KAHUSAYAN

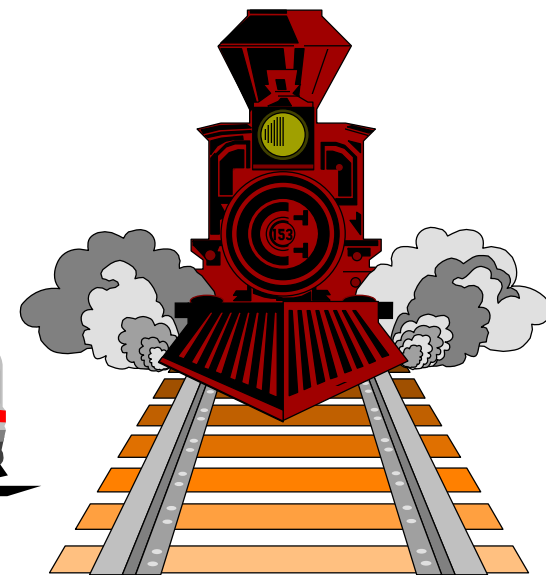
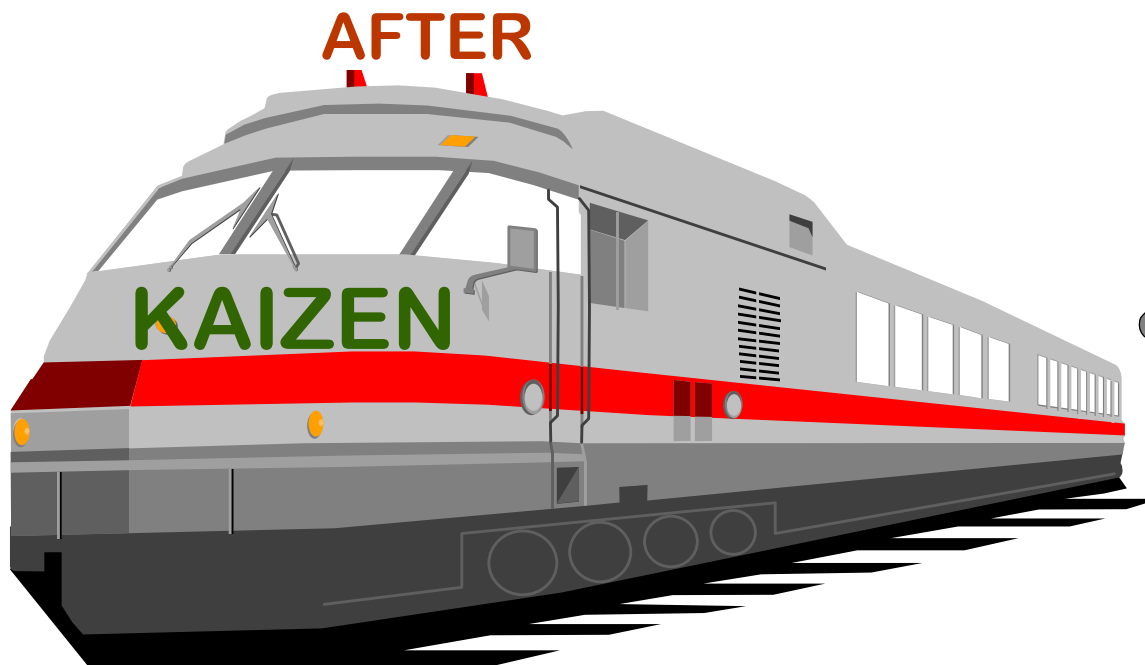
It means gradual, unending improvement, doing little small things better, setting and achieving even-higher standards



KAIZEN : THE CONCEPT

ANG CONCEPTO NG WALANG TIGIL NA KAHUSAYAN

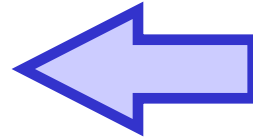
It is the simple truth behind Japan's economic "miracle"
The reason why the Japanese have become masters of flexible manufacturing.



BEFORE

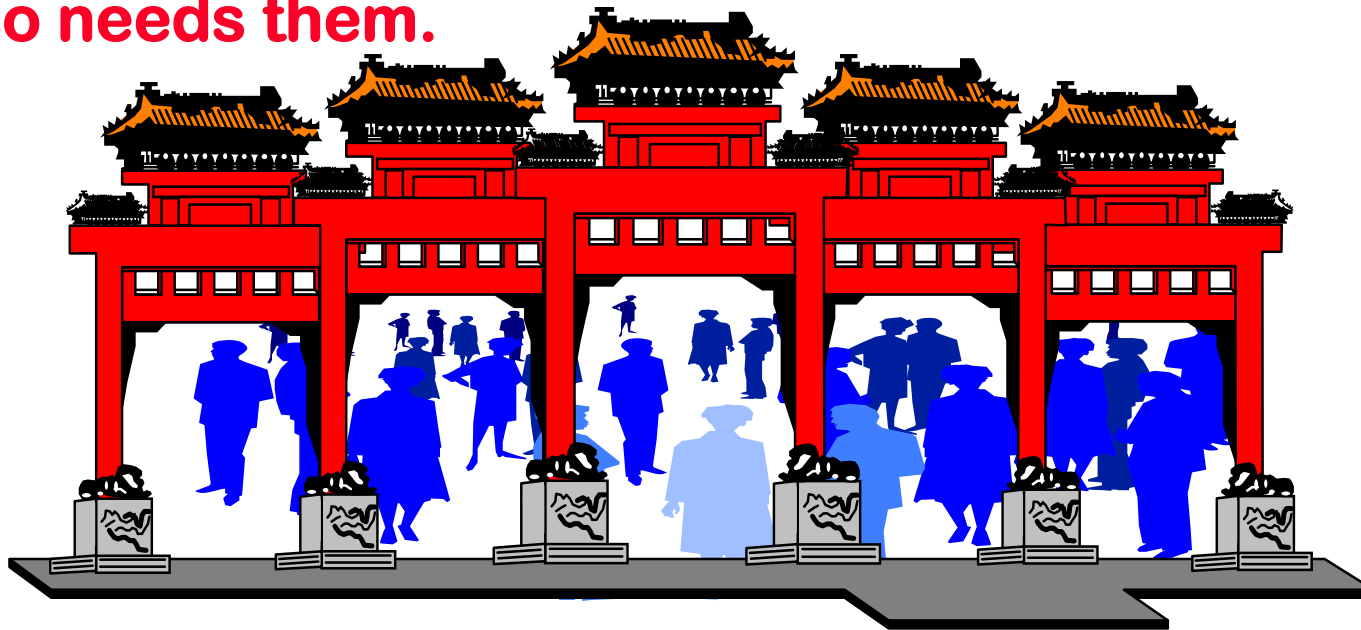
KAIZEN

WALANG TIGIL NA KAHUSAYAN



SHARING, CARING
COMMITMENT, INVOLVMENT

Just as various rituals are needed in religion, Kaizen also needs them.



I though they have 2 religions in Japan, Buddhism and Shintoism, now I find a third “KAIZEN”

Willam Manly, Senior Vice President, CANOT CORPORATION

KAIZEN AND QUALITY ARE INSEPARABLE

WHY ? This word had been interpreted in many different ways, and there is no agreement what it actually constitutes, but in its broadest sense, **Quality is anything that can be improved and when there is improvement, there is KAIZEN.....**

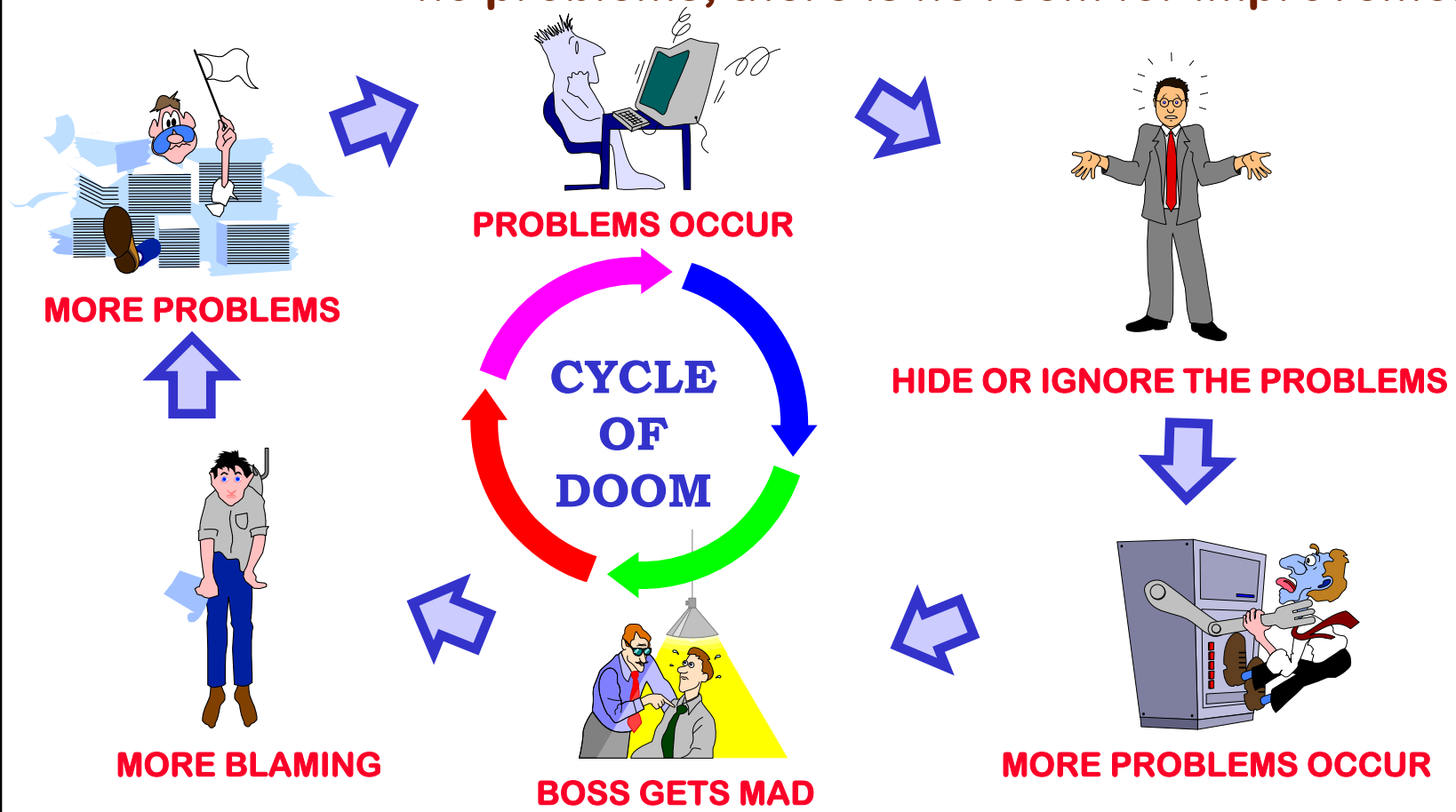


UNDERSTANDING KAIZEN



KAIZEN

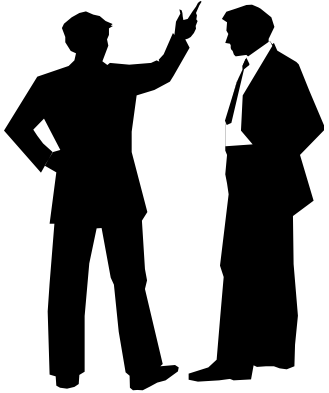
Starts with a problem, or more precisely, with the recognition that a problem exist. When there are no problems, there is no room for improvement.



KAIZEN, Resorts to **positive thinking**, we can **turn each problem** into an **opportunity for improvement**, and the starting point in an improvement is to identify the problem



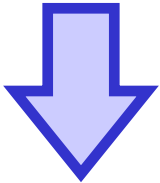
PROBLEMS should be dealt with as potential for improvements



KAIZEN : THE PRACTICE

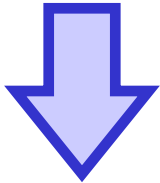
PAG-GAMIT NG WALANG TIGIL NA KAHUSAYAN

Management Oriented Kaizen



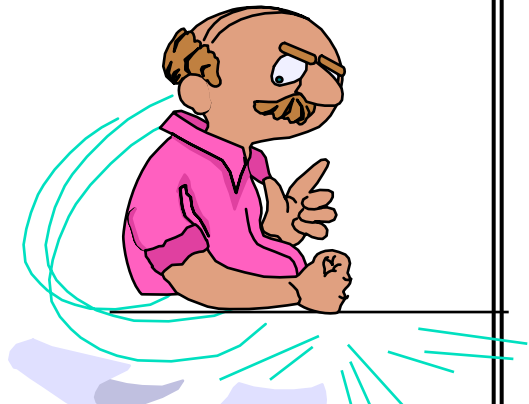
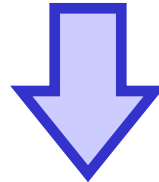
- o Organizational structure
- o Decision making process
- o Policy Deployment

Group Oriented Kaizen



- o QC Circles
- o Small Group Activities
- o Kaizen Teams
- o Maintenance teams

Individual Oriented Kaizen

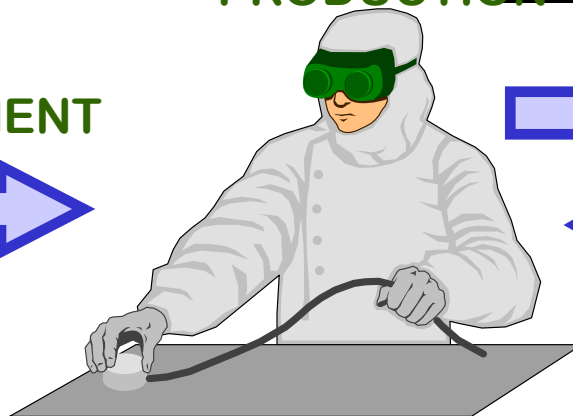
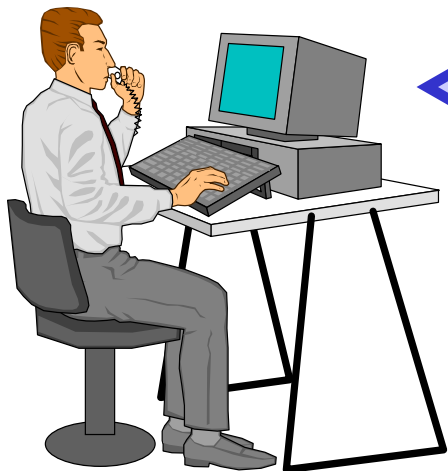


- o Suggestion system

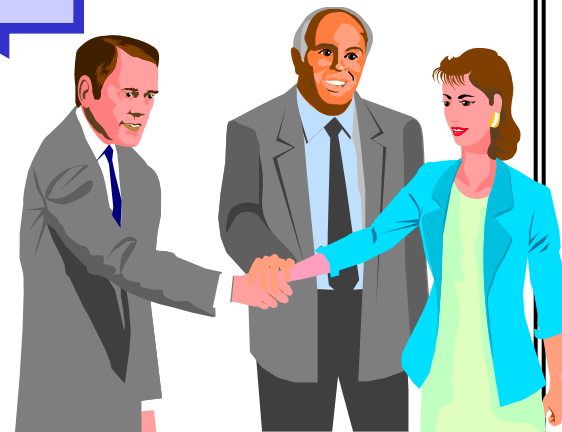
UNDERSTANDING KAIZEN

PRODUCTION

RESEARCH / DEVELOPMENT

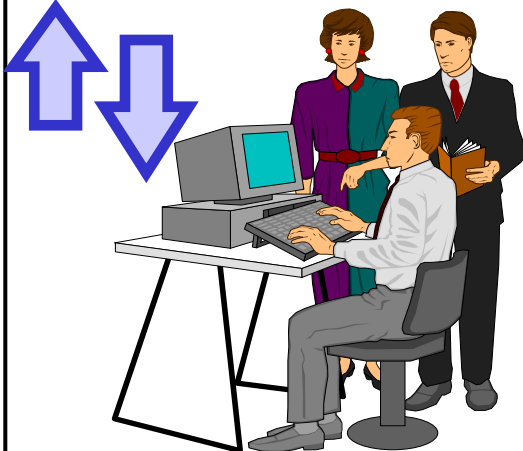


SALES / MARKETING



BREAK THE DEPARTMENTAL BARRIERS, CONTINUOUS INTERACTION AND COMMUNICATION

VENDORS / SUPPLIERS



ACCOUNTING



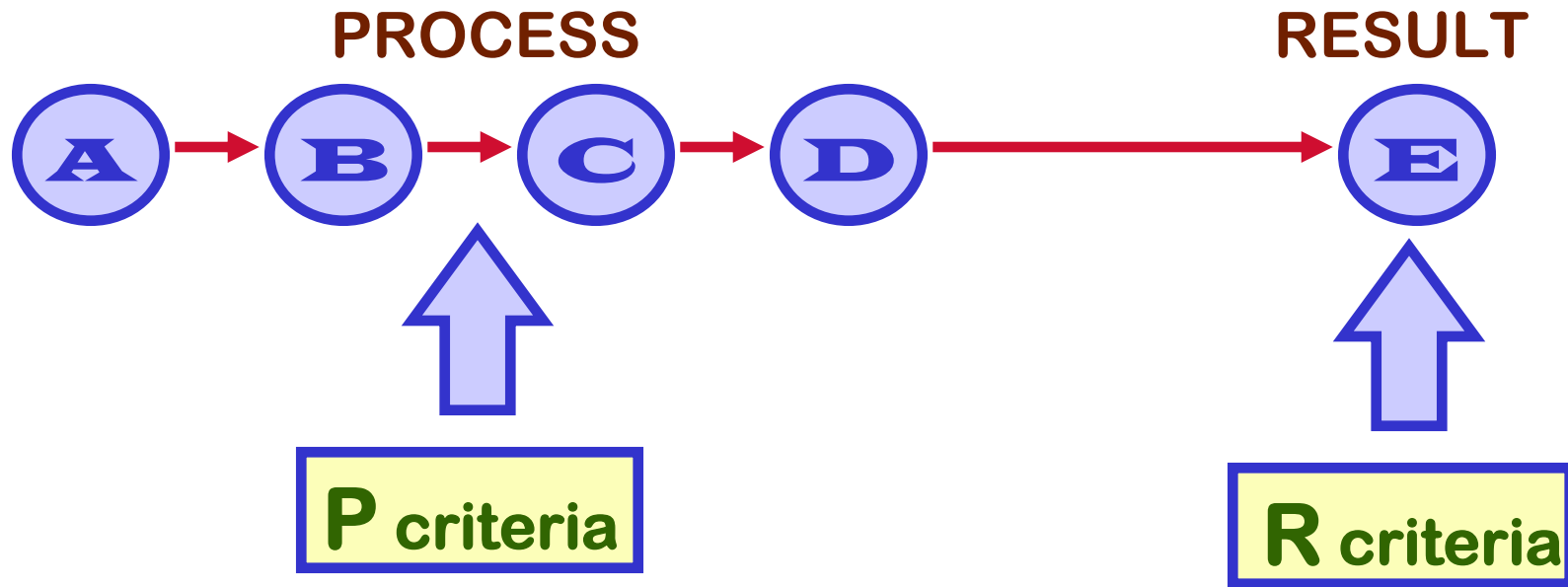
UNDERSTANDING KAIZEN



- o Customer orientation
- o TQC (Total Quality Control)
- o QC Circles
- o **Suggestion System**
- o Discipline in the workplace
- o Kamban
- o Quality Improvement
- o TPS (Total Prod. System)

- o **TPM (Total Prod. Maintenance)**
- o JIT (Just in Time)
- o Zero Defects
- o SGA's (Small Group Activities)
- o Productivity Improvement
- o New Product Development
- o 5 s (seiri, seiton, seiso, seiketsu shitsuke)

UNDERSTANDING KAIZEN



- o No. of meetings held
- o No. of problems solved
- o No. of abnormalities corrected
- o Participation rate
- o No. of suggestions submitted

- o Money saved
- o Result of improvement
- o Result of their activity
- o Impact of the improvement

Better communication / more participation and involvement / high morale / Discipline / more skills and development / enthusiasm is high

IMPORTANT THINGS TO REMEMBER ABOUT KAIZEN

- 1) It reflects on gradual, unending, continuous improvement
- 2) Not a day should go by without some kind of improvement made some where in the company.
- 3) Quality in its broadest sense is anything that can be improved, and the means to justify improvement is Kaizen.
- 4) Make a continuous effort to establish a system to support the P criteria.
- 5) There must be a close connection and continuous interaction and communication between the design stage, development stage, production stage and marketing stage.
- 6) Quality first, not profit first.
- 7) Remember that the next station or process is your customer.
- 8) Follow the PDCA for a continuous improvement cycle.
- 9) Kaizen must involve everyone in the organization from Top management down to the shopfloor.
- 10) Although culture based, it is not culture bound. It will work in any organization once you learn to accept its principles.