

KAIZEN

CONTINUOUS IMPROVEMENT

AT THE
WORKPLACE

“How can we develop an organization that has some change & improvement everyday?”



That's what this program is promoting!

Not a day should go without some kind of improvement being made somewhere in the company.

This is a 1-Day structured program.

- ✓ Suitable for all level of employees.
- ✓ Theoretical sessions shall be followed by practical & general discussions.
- ✓ Course materials shall be professionally designed for easier understanding & application.

Kaizen means continuous improvement. Everybody deserves to & should be willing to improve himself for the better continually. As related to the workplace, KAIZEN means continuous improvement involving managers & workers, customers & suppliers alike. **Quality is anything that can be improved.** Thus, through KAIZEN processes, products are made more competitive.

The primary goal of this workshop is to help participants :-

- ✓ Discard conventional fixed ideas that do not work.
- ✓ Think of how to do it, not why it cannot be done.
- ✓ Do not make excuses.
- ✓ Correct mistakes right away.
- ✓ Use their wisdom towards KAIZEN improvement.
- ✓ Ask ‘WHY ?’ 5 times & seek root cause.
- ✓ Appreciate that KAIZEN ideas are infinite.



For more information, please contact

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HRD Approved “Class A” Training Provider (since Year 2002). Registered with Ministry of Finance.

KAIZEN - Continuous Improvement At The Workplace

Course Outline

Module 1 : Introduction To KAIZEN

9:00 am The phenomenal success of Japan's manufacturing sector.
Why certain businesses failed ?
What is KAIZEN ?
How can KAIZEN be applied in our workplace ?

10:00 am Tea Break

Module 2 : Assessing Our Daily Work

10:20 am Are we practicing KAIZEN in our daily work ?
Problems encountered with our present work system ?

Module 3 : Application Of KAIZEN

Eliminating old work practices.
Applying innovation methodology for work improvement.
Applying KAIZEN methodology for work improvement.

1:00 pm Lunch

2:00 pm Comparisons between Innovation & KAIZEN.
Japanese vs. Western views of job functions.

Module 4 : 3 Levels Of Problem-Solving & Evaluation

Level 1 : Observation & perception.
Level 2 : Ideas development.
Level 3 : Decision-making & implementation.
Case studies & discussions.

3:30 pm Tea Break

Module 5 : Conclusion

3:45 pm Actual implementation of KAIZEN at the workplace – examples in Japan & Malaysia.
Actual implementation of KAIZEN at home.
Total involvement in KAIZEN.
What are the roles of the respective levels of employees ?

5:00 pm End

Trainer's Background

Mr Saw Chin Bin is the principal consultant of CLINT Business Consultants Sdn Bhd, a registered training and consultancy firm with SMIDEC* and NPC*, specializes in ISO 9001 System and providing training programs toward Workforce and Workplace Transformation.

*SMIDEC: Small Medium Industries Development Corporation

*NPC: National Productivity Corporation

Prior to this appointment, he was the Corporate QA manager of a public listed company. He is a qualified Lead Assessor in the ISO 9001:2000 Quality Management System and has helped many companies especially the local SMI's in achieving their ISO 9001 certification in record time. The shortest time frame was 3 months.

The companies he had helped in the ISO 9001 consultancy ranges from the precision tooling, industrial paints, compact disk manufacturing and textile industry. He has also penetrated the Bangkok market in the area of ISO 9001 consultancy.

Apart from his consultancy work, he has also conducted many training programs for multinational companies as well as the local SMI's. Courses that he is well-versed in includes the Internal Quality Audit, Understanding ISO 9001, 5S, Poka-Yoke, Time Management, Business Presentation Skills, SPC and Kaizen.

He is a qualified Trainer with the creativity to present his seminars in a simple, easy-to-understand and highly entertaining manner. These skills which he developed largely from his vast experience as an advance number of the Toastmasters International, USA.

In 1995, he was awarded the MALAYSIAN SPEAKER OF THE YEAR AWARD and had represented Malaysia 4 times in the South East Asia, Hong Kong and Macau International Speech Contest; in Jakarta (1995), Singapore (1999), Kuala Lumpur (2002) and Penang (2004).