

CORPORATE CULTURE CHANGE

KAIZEN CONCEPT

nmcqc - CHENNAI

- **IMPROVEMENTS** through KAIZEN AND INNOVATION,
- **PRACTICING** of KAIZEN.
- **MANAGEMENT OF KAIZEN**
- **PROBLEM SOLVING** THROUGH KAIZEN approach,
- etc...

- If all the KAIZEN Concepts are to be implemented in any place, the Organisation has to develop an atmosphere, which would be conducive for a good **team effort**.
- The Organisation has to under go a complete **cultural change** and in KAIZEN training programme we, call it as **Corporate Change**.
- It indirectly means that a total cultural change is the basis of KAIZEN.

12 GOLDEN GUIDES

1. First of all CUSTOMER – The Ultimate judge of Quality.
 - KZN boils down to – **Customer Satisfaction** very difficult to define. Very difficult to Address.
 - Customer Satisfaction** is measured through Quality, Cost and Service.
2. Introduction and Practice of TQC.

12 GOLDEN GUIDES

3. Continuous Trainings, Conferences, Seminars in Quality and Improvement aspects to all levels.
4. Develop and sustain Motivation among workers through recognition, awards and rewards.
5. Develop the habit of using Quality tools and JIT production

12 GOLDEN GUIDES

6. Formation of Departmental and Inter-departmental QC CIRCLES.
7. Eliminate Inspection, Develop QA.
8. Develop simple Value evaluation systems and other Cost control methods and statistical methods.
9. Instill Discipline. Maintain perfect delivery schedule and prompt service.

12 GOLDEN GUIDES

10. Above all the Total Quality Culture must be Real and Alive.
11. Customer Feedback analysis, Quality Improvement Team,
12. Quality Month with Quality Awards,

Actually There Is No End...

SOME KAIZEN EXAMPLES

- The **WATER SUPPLY METER** in a factory required frequent replacements. Some one from maintenance found the root cause. The meter was at a low level pit which usually gets submerged with leakage water very often. The Meter got re- located above the ground level and the very meter had provided service for more than 7 to 8 years.
- **The Individual was issued with letter of appreciation and a cash award of RS-1000/-**
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SOME KAIZEN EXAMPLES

- A clerical staff repaired Intercoms in his office, which were not functioning for days due to Junction box problem and was waiting for the mechanic. He opened defective but could not find the defect. Opened another functioning one and with comparison corrected the defective one. He was given a cash award.
- He was also given the extra responsibility of maintaining the telephones also, with due rise in his pay.
- Sooner the Mechanic was eliminated.

SOME KAIZEN EXAMPLES

- MICO filter element paper cover pasting was reduced from 5 to 3 places by an employee. He was given Rs.10000 award.
- A clerk introduced “ TO BE REMOVED ON”, “ TO BE DISPLAYED UPTO” in all the notices he used to put on the notice board. This helped to remove all unwanted notices in time. He was awarded a cash prize.
- Some one developed the ready reckoner method for quick usage and this minimised the time spent on calculators.
So Many like this. You too can do like this.

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