

KAIZEN SPIRIT CARD

Purpose: Develop an improvement process and defining the needed team (SALES acronym)

S – Select the initial Problem Perception

- What is the problem to be solved?
- Describe the problem, issue or need that your project is intended to address.

A: Analyze the current process

- Review the Critical to Quality (CTQ) issues facing this value stream and how they apply to this cycle.
- What should be involved in this step?
- Have customers' expectations and specifications been examined and documented?
- What are the points of concern?

L: Locate the people who understand the process

- List the members of your team, including position and role they will play.

E: Empower the Team

- Team is autonomous & responsible for the tasks.
- Clarity is critical factor for empowering a team
- Outline Meetings: Stand-ups, Weekly Tactical
- Define Standard Work of Team (Team Charter)

S: Select the improvement (Frame)

- Team must fully understand Value Stream CTQ's
- Team must understand CTQ's of this cycle.
- Define the Gap to be completed in this cycle.

HOW TO IMPROVE (PDCA)

P: Plan

- What are the detailed steps you will take to make an improvement?
- Clarify the problem, breaking down customer decision process and people involve.
- Locate the point of concern or cause through Who, What, Where, When
- Identify root cause and verify with data.
- Develop countermeasures utilizing user stories and place on Kanban board, prioritize.

D: Do the plan

- Build Project Plan or iteration through user stories.
- Use a Visualization board for workflow and measures
- Pull tasks into doing as needed.
- Use daily stand-ups/Andon to signify problems

C: Check (Study) to see if an improvement was made

- Did the plan work?
- Collect and analyze data to demonstrate if gap was closed or not.
- Determine which changes worked and which did not.

A: Act (Adjust)

- Has Gap been closed?
- Have needs been completed? If not, reconsider and continue improvement with PDCA.
- If it has, documents steps needed to become standard work and ensure any hand off needed.