Programme

Learn to See; Gemba Walks & Process Confirmation
Spotting Improvement Opportunities in Your Organisation

27 January 2022, Denton, Manchester

Target audience

This course is about asking the right questions and being able interpret what one is seeing. People who will benefit from this course will include:

- Executive leaders
- Site managers
- Line managers, eg, Production/ Operations
- Supervisors

Why attend?

To understand and relate to what is happening one has to observe first-hand. Gemba walks are a way to systemise the process of observing, but it takes skill and knowledge to ask the right questions, to look in the right places, to know and interpret what is being seen.

This course will begin with some fundamental Lean principles of the definitions of Work and the 7 Wastes, giving a framework for observations, and builds upon this to explore the symptoms of the 7 Wastes so that when operations are observed the issues are seen. Asking the right questions is important. If done well, issues are found early and nipped in the bud. A team will feel listened to and empowered. Leadership will be accessible, improving communications and staff morale. Standards are checked and reinforced, improving safety and efficiency. Business systems are adhered too, reducing risk.

Programme

Time	Activity
09:30	Coffee and Registration
10.00	Welcome & Introduction
10.15	The importance of being in touch – direct observations: Setting and reenforcing the standard, discovering issues early, improving communications
10.45	The 5 Lean Principles – ideal operations
11.15	Definition of Work - 7 Wastes (Muda) - Overburden (Muri) - Unevenness (Mura)
11.45	Digging deeper – the importance of identifying the underlying issues
12.15	Lunch
13.00	The three types of activities - Hi level Process Observation - Process Confirmation - Task Observations
13.30	Conducting interviews – the right way and the wrong way. The importance of checking against standards. Focus on the process, not the person
15.15	Implementing management systems – Process Confirmation systems
15.45	Application to Process Safety (and other domains)
16.00	Review & Close

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