A journey towards excellence......

E-Newsletter from KAIZEN Institute (Africa/India/Middle East)

**Kaizen Quote**

You are a fool if you do what I say. You are a greater fool if you don’t do as I say. You should think for yourself and come up with better ideas than mine.” – Taiichi Ohno

**Message from the director**

**KAIZEN® - The People Development System**

This Sunday morning in Abuja, the capital city of Nigeria, was bright, sunny & warm. As I thought about the theme of this message, my colleague Vijay Allaham mentioned an interview with Jonny Wilkinson, the famous rugby player. The interview starts with Jonny saying, “I live by Kaizen – a Japanese philosophy. It’s about continuous self improvement.”

But rugby is a team game! Is ‘self development’ good enough for the team as a whole? Jonny says, “When you walk out together as a team, you look at each other with a desperate kind of dependence & mutual support.”

And, what about the role of the coach? “The best coaches are always positive. Working in a positive environment frees you up. You can’t be limited by fear.”

As I reflected on the interview, and remembered the sessions at IndiZen 2014 with Don Dinero, the TWI Guru from the US, I recalled that it was all about the role of leaders/supervisors as coaches. **Job Methods** was all about enabling ‘self development’ of the team members so that they could solve their own problems & improve their own processes. **Job Relations** was all about creating the ‘positive environment’ for the team members so that they could perform to potential.
**Kaizen® Kata & Coaching Kata** were about giving direction to the improvement effort within the organization & relentlessly building a learning culture – the way of ‘thinking’, which in turn determines the way of ‘doing’ – every single day! More like a method of embedding Kaizen® into the daily routine, not superimposed on to it!

**Kaizen® Tiean** was described as a process of building ‘capability of people’.

For two decades, TPS was popularized as Lean. Lean was popularized as a set of tools which you implemented using kaizen - which meant a 3 to 5 day ‘event’! The failure of that approach to bring about lasting, meaningful, sustainable change has led to deeper research & thinking. What has emerged is the culture aspect, the leadership aspect & the missing ‘people’ aspect.

The world, hopefully, will eventually understand that Kaizen® without the people aspect is a mirage. Until Kaizen® is understood as a ‘people development system’, it will never achieve Imai-san’s definition of ‘everyone, everyday, everywhere’ improvement!
Upcoming

'Evoking Business – Building a Sustainable Future' by CII on 1st March

IndiZEN 2017 - 5th National Convention on Operational Excellence @ Pune on 11th-12th Feb

TIWI session by Mr. Dinero @ Aditya Birla Group @ Mumbai on 14th Feb

CXO Breakfast @ Ahmedabad on 29th Jan

‘Lean management for Productivity Enhancement’ by NPC @ Gandhinagar on 29th Jan

Internal seminar for KPI Management @ L+G spaces @ Pune on 29th Feb

China Power & Lightning, India, on 7th & 8th Feb

Torrent Power Ltd., on 10th Feb

L+G spaces of Kaizen Institute, on 13th Feb

Visited by Lucy Mukiri, John Mwasika, Felister Njina, Charles Kinyanjui

Geothermal Development Company (GDC), Kenya on 23rd Feb

IndiZEN 2014 delegates on 12th Feb

METEC, Ethiopia on 11th Feb

Mr. Donald Dinero @ UNGA, Nairobi on 12th Feb
INDIZEN’2014
5th National Convention on Operational Excellence

50 Indian organizations
5 Overseas organizations

180+ participants

Masaaki Imai Citation
Mr. Shyam Talawadekar
Mr. Vinay Kaul

Winners from Service track
PSO Hospital

9 cases from Service industry

23 cases from Manufacturing Industry

Winners from Manufacturing track

AAtron India
Mahindra Two Wheelers

5th National Convention on Operational Excellence
KAIZEN Institute AIM
(Africa, India & the Middle East)

Dates: 11th & 12th Feb 2014

Vote of thanks to all the judges of Case study competition

Keynote Speakers
Mr. Shyam Talawadekar
Mr. Vinay Kaul
Mr. Donald Dinero

Excellence Inside Tours
6 Host sites

Knowledge Sessions
KAIZEN Teian
Coaching Kata
KAIZEN Kata
TWI (Training within industries)
Assessing organizations
6M: maturity level

Europe • Americas • Asia - Pacific • Middle East • Africa

KAIZEN and GEMBAKAIZEN are the trademarks of KAIZEN Institute, Ltd
International Training

Mr. Vijay Pandey and Mr. Kuldeep Tyagi attended International Training.
Enlightened CEOs make the best of both these opportunities. One such exemplary

QUOTE

I am really excited to let you know that Kenafric Industries successful implementation of SAP

Mr. Kartik Iyer
Consultant & Member - Research & Knowledge Development Studio
Graduate in Industrial Engineering
MBA in Operations Management

Team KI @ AIM

New Clients on Board

India
Kirloskar Brothers

Africa
Coninx Industries Ltd.

India

Enriching Lives
Reference….. This after establishing a Go Live record of 86 days!

Kaizen college

2 Days of Kaizen foundations

5S & Process mapping

2 Days of TFM basics

Health and Family Welfare Department
Government of Gujarat
Mr. Suryaprakash holds Training Institute for Productivity & Industrial Engineering from Bangalore University. He has an experience of Junior Engineer at L&T Ltd., ECC Division. Currently he is the Director & Group Head (Process Management) at National Productivity Council.

Mr. M L Suryaprakash
Director & Group Head (Process Management)
NPC

Mr. Suryaprakash holds Training Institute for Productivity & Industrial Engineering from Bangalore University. He has an experience of Junior Engineer at L&T Ltd., ECC Division. Currently he is the Director & Group Head (Process Management) at National Productivity Council.
KAIZEN Story

Chuan and Jing joined a wholesale company together just after graduation. Both worked very hard.

After several years, the boss promoted Jing to sales executive but Chuan remained a sales rep. One day Chuan could not take it anymore, tendered his resignation to the boss and complained that the boss did not value hard working staff, but only promoted those who flattered him.

The boss knew that Chuan worked very hard for those years, but in order to help Chuan realize the difference between him and Jing, the boss asked Chuan to do an errand. Go and find out if anyone is selling watermelons in the market? Chuan returned and said yes. The boss asked how much per kg? Chuan went back to the market to ask, and returned to inform the boss that the rate is $12 per kg.

Boss told Chuan, now I will ask Jing the same question. Jing went out, returned and said, “Boss, only one person is selling watermelon. $12 per Kg, $100 for 10 Kg. He has inventory of 340 melons. On the table 58 melons. Every melon weighs about 15 Kg, brought from the South two days ago. They are fresh and red, good quality.”

Chuan was very impressed and realized the difference between himself and Jing. He decided not to resign but to learn from Jing.

Source: http://1-insstory.blogspot.in/2012/08/learn-and-earn.html
MORAL FROM THE STORY

A more successful person

- Is more observant.

- Thinks ahead, understands the context, anticipates needs & questions. Prepares accordingly. Is not superficial.

- Sees, thinks & prepares for the long-term.

- Goes beyond the obvious. Takes initiative, does more than told!