Lead – Build belief & set direction
To facilitate organizational leadership reach a shared understanding of Operational Excellence (OE) for building competitiveness and to set direction for a future state vision.

Assess – Design roadmap
Evaluation of current processes & systems against contemporary practices reveals potential for improvement. Current state KPIs are measured and targets for intermediate future states are determined in order to arrive at a roadmap.

Develop – Employee capability & culture
In order to internalize the journey to OE, people capabilities are essential. Capabilities to lead OE transformation, to provide internal guidance for use of improvement & sustenance tools and to build OE behaviour at the workplace - all are supported.

Improve – Processes & practices
Implementation of the roadmap is facilitated through Gemba Kaizen Workshops - our unique delivery methodology.

Sustain – Retain the gains
Daily Work Management practices involving Gemba employees & leadership are used to institutionalize routines necessary for sustaining improvements & for ongoing improvement through people engagement.

Operational Excellence (OE) is moving from TOOLS to TRANSFORMATION.

It starts with building belief in the OE journey and continues with Daily Work Management for sustenance.

Above 5 steps broadly sums up a tools to transformation attempt in any organization. One can follow all the five steps in sequence or even start with an intermediate step (depends on the current state of the OE journey in the organization).
Our Services

**CONSULTING**

You only have to know who to ask. Ask us. Our consultants have practical experience and know the needs of a wide variety of companies.

**TRAINING**

Make your team fit. Train your Kaizen experts and process champions.

**QUALIFICATION**

For the successful introduction and maintenance of Kaizen processes you need qualified staff. We help you to train your internal experts.

**BENCHMARKING**

How do top companies improve in order to retain leadership?

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Why Kaizen Institute?

- **Established in 1985** by Sensei Masaaki Imai, author of KAIZEN™ and GEMBAKAIZEN™
- **30+ years of Kaizen/Lean transformation experience** in more than 50 countries.
- **450+ consultants** dedicated to teaching and practicing Continuous Improvement.
- **30+ business units (countries)** operating in more than 50 countries.
- The longest-running Kaizen/Lean consulting firm with the best global coverage.
- Our expertise lies in our ability to implement.
- **Standardized Global Delivery** Methodology

Some of our clients:

- ILO
- Coninx
- UNGA
- Transcorp Ughelli Power
- Hilton
- BIDCO
- Ethiopia Power
- ethio telecom

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