Mission Dantotsu: E-Newsletter from Kaizen Institute IndAf (India & Africa)

Message from the director

Changes bring challenges

Recent changes: Kaizen in non-manufacturing areas

In over 16 years of consulting practice, our team in India & (English speaking) Africa has had the privilege of serving a wide variety of businesses. It will probably be worth mentioning some that were traditionally NOT seen as candidates for 'Kaizen' practice:

1. Government
2. Hospitality
3. Agricultural Farms
4. Security Agency
5. Hospitals
6. Catering Service
7. Restaurants
8. Architects
9. Poultry Farming
10. Mining
11. Insurance Broking
12. Schools
13. Transport Fleet Management
14. Police
15. Construction

Yet, such services & businesses have used Kaizen practices with distinction. They went on to prove that quest for excellence as well as principles & practices for excellence are truly universal.

Current State

Traditionally, manufacturing organizations were seen as prime candidates for Kaizen practices – many of the tool boxes like Lean, TPM™&TQM were developed in, and for, manufacturing organizations. Most books, literature & case studies published in the early years (pre-2000), belonged to that domain. While Toyota had demonstrated decades back that The Toyota Way had applicability beyond manufacturing - in the inbound & outbound supply chain – with dramatic competitive benefits, true adherents have remained few & far between!! In India, there was a reason/ root cause that hindered application of best practices in logistics & supply chains – our centre, state & municipal tax regimes!!
Near Future

**GST induced:** Recent developments ensure that India will undergo a silent revolution!! After years of chaotic dance of democracy, the GST (Goods & Service Tax) bill was passed by the Indian parliament a few weeks back! This single legislation has the potential to dramatically transform (among other things) the warehousing & logistics landscape in India!

So far, warehouses in India have been located entirely on tax considerations, and road transport has been an epitome of waste – with hours & days of waits on inter-state or municipal tax collection points! Enormous costs - in terms of inventory carried, fuel wasted productivity of trucks & their crew – have been endemic & built into the economy of individual firms & their logistics companies!

As GST turns India into a single borderless market, businesses will have to go back to their drawing boards (many already have!), and re-design their logistics & distribution strategies from completely new perspectives – hopefully based on Lean/ Flow/ Kaizen principles. Consulting services, to support this dramatic transformation, are expected be in high demand. **Kaizen Institute India is fully prepared to play its’ small role towards enhancing Indian competitiveness in this domain.**

Sometime in the future (medium term), waterways induced (a pet project of our Union Minister for Road Transport, Highways & Shipping) & Railways induced changes could come in as game changers for many businesses. That time is still some years ahead of us, and should come into our calculations in due course.

By:

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Mission Dantotsu
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Kaizen Happenings

Training Programs (Public)
- Upcoming

Training Programs Delivered
(In-house)

New Clients On-board

New Joinees

Kaizen Story
19th & 20th Aug 2016 @Delhi
Organized by

11th National Quality Conclave
Mr. Jayanth Murthy, Speaker

31st Aug 2016 @Ghana
Organized by

Mr. Jayanth Murthy, Speaker

Seminar on Operational Excellence for Business Excellence

Mr. Jayanth Murthy, Speaker
Upcoming Public Training Programs (PTP)

- **Learn Nichijo Gemba Kanri - Art & Science of Sustenance**
  - @ Pune, 8th & 9th Sep 2016
  - @ Ahmedabad, 28th Sep 2016

- **Kaizen Kata**
  - @ Ahmedabad, 28th Sep 2016

- **Manage Visually, Manage Wisely**
  - @ Delhi, 26th Sep 2016

- **Creating A High Performance Organization**
  - @ Chennai, 23rd Sep 2016

- **Collaborative Problem Solving**
  - @ Ahmedabad, 29th Sep 2016

- **Standard Work - Key to Sustenance**
  - @ Pune, 20th & 21st Sep 2016

- **Flexible Manufacturing through SMED**
  - @ Mumbai, 23rd Sep 2016

- **Manage Office Routine & Performance The Visual way**
  - @ Nairobi, 13th-16th Sep 2016
  - @ Kampala, 20th-23rd Sep 2016

- **Kaizen Foundation**
  - @ Delhi, 27th & 28th Sep
Training Programs Delivered

16th & 17th July 2016 @ Cambodia

GMAC

Trainer: Mr. Vijay Allaham

4th & 5th July 2016 @ Gummipundi

Aditya Birla

Trainer: Mr. Subramaniam Srinivasan

4th & 5th July 2016 @ Cambodia

Quantum

Trainer: Mr. Vijay Allaham

5th July 2016 @ Sikkim

In-house

Refresher Training on Certified Kaizen Practitioner

Trainer: S.V. Subramaniam

27th & 28th July 2016 @ Bangalore

23rd & 24th Aug 2016 @ Mumbai

Problem Solving Tools

Trainer: Mr. S.V. Subramaniam

26th & 27th August 2016 @ Ahmedabad

UBL

Lean Cell Design

Trainer: Mr. S.V. Subramaniam
New Joinees

Mr. Venkatesh Pandarinathan

Joined as Corporate Trainer & Senior Consultant

Qualification

BE in Industrial Engineering

Experience

16 Years of Lean Manufacturing Experience
There once lived a great mathematician in a village. He was often called by the local king to advise on matters related to the economy. His reputation had spread as far as Taxila in the North and Kanchi in the South. So it hurt him very much when the village headman told him, "You may be a great mathematician who advises the king on economic matters but your son does not know which is more valuable, gold or silver."

The mathematician called his son and asked, "What is more valuable - gold or silver?" "Gold," said the son. "That is correct. Why is it then that the village headman makes fun of you, claims you do not know which is more valuable, gold or silver? He mocks me before other villagers as a father who neglects his son. This hurts me. I feel everyone in the village is laughing behind my back because you do not know which is more valuable, gold or silver. Explain this to me, son."

So the son of the mathematician told his father the reason why the village headman carried this impression. "Every day on my way to school, the village headman calls me to his house. There, in front of all village elders, he holds out a silver coin in one hand and a gold coin in the other. He asks me to pick up the more valuable coin. I pick the silver coin. He laughs, the elders cheer, everyone makes fun of me. And then I go to school. This happens every day. That is why they tell you I do not know which is more valuable between gold and silver."

The father was confused. His son knew which was more valuable between gold and silver, and yet when asked to choose between a gold coin and silver coin, he always picked the silver coin. "Why don't you pick up the gold coin?" he asked. In response, the son took the father to his room and showed him a box. In the box were at least a hundred silver coins. Turning to his father, the mathematician’s son said, "The day I pick up the gold coin the game will stop. They will stop having fun and I will stop making money."
Moral

- The son did not lose the opportunity to collect silver coins. Same way if the improvements are stopped the opportunity to make a large impact will be lost.
- Kaizen/Lean is all about looking beyond the act.
- Do not assume anyone to be a fool by looking at their act.
- Try to look beyond short term goals and you may find something important and meaningful hidden in the act of foolishness.