KAIZEN® Healthcare Tour – Japan 2014

On November 19, a group of 23 people from around the world visited a hospital in Japan through a Kaizen Institute organized Healthcare Tour. The group visited three out of approximately 20 areas of the hospital where kaizen has been implemented.

The General Manager of the hospital explained to the group, oppose to the manufacturing environment, their challenge they have to face is dealing with concerned patients. The group learned how the hospital makes kaizen efforts in their pharmacy section where a small space is utilized more efficiently with less waste of movement.

In Japan, where people actively engage themselves in the improvement activities to trim the waste in the operation to achieve better service and result, it is still rare that kaizen is being applied in the hospitals.

Christian Wolcott, the lead consultant of the tour, encouraged all participants to take various ideas and examples that they have seen on the Healthcare Tour to practice through their own kaizen journey in their environment.

The visit was very well received by the group and Kaizen Institute plans to organize more Tours during 2015 when Kaizen Institute celebrates their 30th anniversary.
Local newspaper article