

## Various Approaches and their Emphasis

### Lean

Identifying areas of business processes that are not adding value and eliminating them. Moving away from 'push' processes that over produce to 'pull' processes that deliver customer needs exactly and are agile enough to respond quickly. Process agility is achieved through waste reduction and the removal of bottlenecks.

### 5 S's

A fundamental belief that underpinned the Japanese Quality movement is that the first step to improving workplace efficiency is through good housekeeping. The 5S's provides a framework for achieving greater levels of order.

### Workout

An approach to Kaizen made popular by GE. This approach seeks to achieve process improvement and rapid decision making by 'blitzing' the problem solving activity in 2 to 3 days with up to 30 people involved.

### Kaizen/CI Teams

Teams are assembled to tackle issues that are constraining business performance. In-department teams will focus on local efficiency and effectiveness whilst cross-functional teams can tackle organisation wide problems. Teams use a number of simple techniques to identify quick wins. This approach is based on the TQM/Quality Circles approach made popular in the 80's and 90's.

### Six Sigma

In practical terms Six Sigma can be described as fact-based, data-driven problem solving and decision-making. It has a rich set of tools drawn from many fields that focus not just on improving existing products, services and processes but also on designing these from scratch for maximum performance from the very beginning.

Each of the approaches outlined above has its own cluster of tools and techniques –and unsurprisingly, many of them are used in more than one application. Here's just a small selection of the more popular techniques:

- **5S**
- **5W's and 1H**
- **5 Whys**
- **Benchmarking**
- **Brainstorming**
- **Contingency Planning**
- **Cost Benefit Analysis**
- **DMAICS**
- **Force Field Analysis**
- **Ishikawa**
- **Learning Histories**
- **Meta Planning**
- **Mind mapping**
- **Pareto**
- **Policy Deployment**
- **Process Mapping**
- **Process Measurement and Variation**
- **Project Management Tools**
- **Process Quality Management (PQM)**
- **RAMMP**
- **Run Charts**
- **Scenario Planning**
- **Single Point Lessons**
- **Six Thinking Hats**
- **SMED**
- **Solutions Focus**
- **Storyboarding**
- **Value Added Flow Analysis**
- **Value Stream Mapping**

**You can find out more about many of these tools by going to "Free Stuff" on our website at [www.kaizen-training.com](http://www.kaizen-training.com) and clicking on Tools and Techniques**