



EHA CLINICS
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Principle 6: Continuous Improvement



Kaizen

As a lean principle, continuous improvement means that we continue to take steps towards improving every process in our teams. This is known as “Kaizen”.

The goal is to enhance activities that deliver value to your customer, while removing waste activities. We seek perfection by continuously taking steps to improve.

Tools like A3 and gemba walks help drive continuous improvement.



Gemba Walk

A Gemba walk in simple terms means going to the actual place where value is created to 'see'.

It is the practice of leaders (managers, coordinators, supervisors, executives) going to the place where work is done, observing processes, and collaborating with staff for improvement.

During Gemba walks we : go and see, ask why and show respect.



Benefits of Gemba Walk

Some benefits of gemba walk include;

- Building stable relationships with those who actually do the work and create value. In turn, resistance to change is minimized
- Better understanding of organization's performance
- Better understanding of the work processes that impacts the customer
- Identifying problems, and taking actions for achieving continuous improvement (Kaizen) much faster.
- Clearly communicating goals and objectives leading to increased employee engagement. People start to enjoy Kaizen and think of Kaizen while working.
- For more information on how a gemba walk is conducted, check out the additional resources