



Effective Gemba Walks

HELPING YOU DESIGN AND DELIVER SUSTAINABLE SUCCESS THROUGH
PASSIONATE PEOPLE AND PROFITABLE PROCESSES.



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Consultant

The Gemba Walk



- **Gemba** is a Japanese word meaning '**The Actual Place**' specifically the actual place where your value creating processes are e.g. the shopfloor.
- Ideally suited to those that have the authority to make change e.g. Leaders of the business. An opportunity to trigger **real cultural change** and **engage to learn**.

The Gemba Walk



Benefits of an effective Gemba walk:

- **Go Look See**
 - Reaffirm what is going on in terms of SQCDP.
 - Reaffirm correct standards / behaviours being followed.
- **Problem Solving**
 - See problems sooner and help to address before the manifest.
- **Coaching**
 - Solo, 1Up, 1Down approach

The Gemba Walk

Hidden benefits of an effective Gemba walk:

- Trust
 - Transparency & Engagement
- Relationship Building
 - Remove 'Ivory Tower' Syndrome
- Learning through feedback
 - Hidden 'nuggets' of information that you will not get at your desk!!



The Gemba Walk

Tips on effective Gemba Walks

- **Have a purpose**
 - Safety culture
 - Quality issues
 - Standard work adherence
- **Set the example**
 - No mobile phones/distractions
 - Remain focused and engaged
 - Follow all safety rules
 - Show respect
 - Don't walk past!
 - A little more often is best (Habit forming)



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