

Kaizen Design Quality Strategy

What is this?

- *Kaizen*, a term coined in Japan, refers to the process of continuous improvement; it applies in any kind of business or organization. The nature of the improvement could be in efficiency, quality, customer service, facility utilization, or any of the 100 other metrics. The key point is that it implies a never-ending effort, carried out by the organization's employees and managers to make things better. This is more of a corporate culture issue than anything else. Senior management must ingrain this continuous improvement attitude throughout all organizational levels.

Examples:

- Organizations can achieve the Kaizen Design Quality Strategy through a number of methods: by making it a part of all management job descriptions, setting time aside for small employee groups to meet to discuss improvement ideas, and having a suggestion box for different kinds of promotion activities.

Why?

- If it is believed that competition is getting tougher all the time, that many costs that cannot be controlled are rising all the time, and that customer expectations of quality and service are getting more demanding all the time, the need for an internal continuous improvement program becomes obvious.

Who?

- Any organization's senior managers should be involved.

How?

- Many tools exist to achieve this, from a top-down management performance requirement, to quality circles, to suggestion systems, and even to incentive suggestion systems.

When?

- This should be used whenever a business needs any sort of improvement.