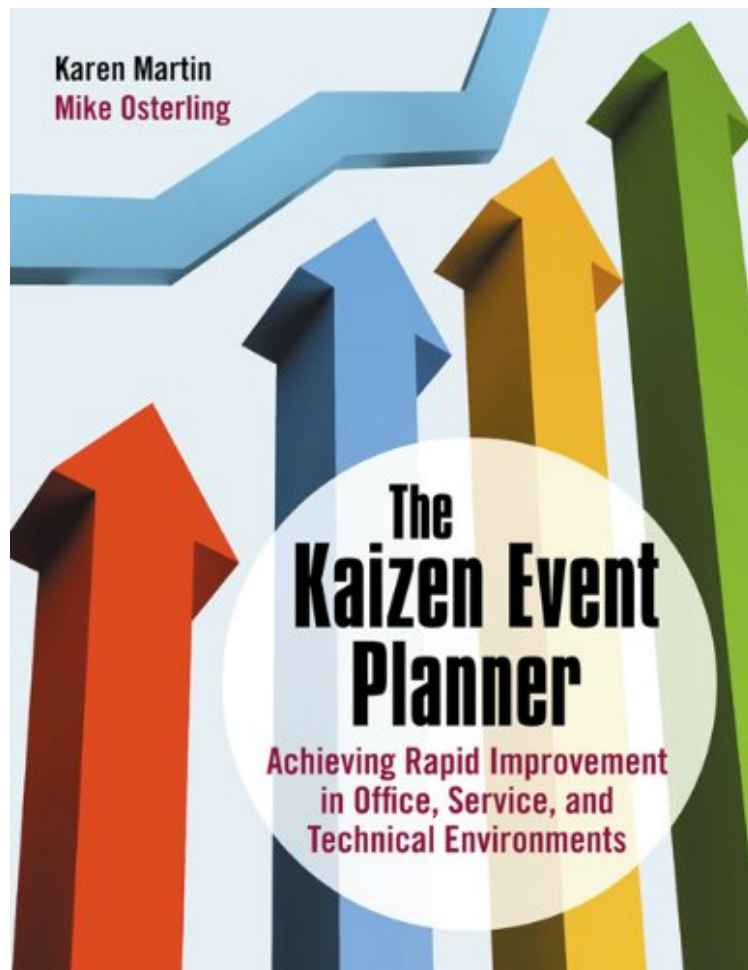


(Free) The Kaizen Event Planner: Achieving Rapid Improvement in Office, Service, and Technical Environments

## The Kaizen Event Planner: Achieving Rapid Improvement in Office, Service, and Technical Environments

*Karen Martin, Mike Osterling*  
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**Karen Martin, Mike Osterling : The Kaizen Event Planner: Achieving Rapid Improvement in Office, Service, and Technical Environments** before purchasing it in order to gage whether or not it would be worth my time, and all praised The Kaizen Event Planner: Achieving Rapid Improvement in Office, Service, and Technical Environments:

2 of 2 people found the following review helpful. Very helpful for Kaizen Event plannerBy Dagung ChyouThis authors provide a comprehensive guidance to Kaizen Event. Specifically, I like the arrangement of chapters in accordance to the event process (Preparation, Execution, Wrap-up, and Follow-up). Chapter 12-15 are the best part of the book because these chapters describe clearly about the roadmap of office Kaizen project. Excellent.I expect to see a real example of Kaizen Event planner in Appendix in future.3 of 3 people found the following review helpful. Great roadmap for successBy Skip StewardKaren Mike provide a wonderful roadmap for success. I can't recommend this book enough. In addition to great content they also provides a wonderful CD with tools to get started quickly. Simply

get the book, read it, and start learning by doing! 0 of 0 people found the following review helpful. Super handy book that is a great tool/checklist for preparing ...By Connie Creech Super handy book that is a great tool/checklist for preparing for a lean event. Includes templates, examples and thought provoking,

Kaizen Events are an effective way to train organizations to break unproductive habits and adopt a continuous improvement philosophy while, at the same time, achieve breakthrough performance-level results. Through Kaizen Events, cross-functional teams learn how to make improvements in a methodological way. They learn how to quickly study a process, identify and prioritize improvement opportunities, implement change, and sustain their gains. Most importantly, they learn how to work with one another to solve problems rapidly and in a highly effective way. In *The Kaizen Event Planner: Achieving Rapid Improvement in Office, Service, and Technical Environments*, authors Karen Martin and Mike Osterling provide a practical how-to guide for planning and executing Kaizen Events in non-manufacturing settings, and conducting post-Event follow-ups to sustain the improvements made. Geared to continuous improvement professionals and leaders within the office areas of manufacturing, the service sector and knowledge-worker environments, this book provides the methodology and practical tools for generating measurable results, while building a motivated workforce and laying the foundation for continuous improvement. *The Kaizen Event Planner* provides those responsible for improving office, service, and technical processes with the skills to effectively scope the activity, engage the right people, and facilitate successful Events! An accompanying CD provides immediate access to a number of Excel-based tools.

Karen Martin is the consultant and mentor that helped us launch our Lean journey, and we have been amazed with some of the lofty process improvements that have been achieved after less than two years of using Lean. Once 'waste' is clearly identified and resources can be reallocated to portions of the processes that do add value in the eyes of the customer, the passion for continual improvement becomes contagious. This book will be of great benefit to any leader in the planning of Kaizen events, and I plan to purchase a copy for each of our managers and Lean facilitators. Chat Norvell, President Chief Executive Officer, CarePartners Karen Martin and Mike Osterling take all the questions and potential confusion out of planning, conducting and following-up on a Kaizen Event. With thorough explanations on the development of the Kaizen Charter, to everyone's roles and responsibilities and more, *The Kaizen Event Planner* is the 'new' standard work for rapid improvement events in administrative / office environments. The authors are careful to capture those subtle, yet important differences between the factory floor and the office, and driving and accepting change for the better. *The Kaizen Event Planner* is a must have for any truly lean practitioners' library. Jerry M. Wright, P.E., Director, Corporate Quality Assurance, Operational Excellence, DJO, LLC High performing companies require that office, engineering, and other transactional processes have the same discipline of execution as shop and field work. Kaizen Events are a key part of any continuous improvement program. I wholeheartedly agree with the authors' emphasis on planning and encouraging a 'bias toward action'. This book provides a clear, step-by-step guide to planning and executing successful kaizen events. It is a detailed primer for those who want to demonstrate that rapid improvement is possible in the knowledge work environment. Stephen P. Turnipseed, Lean Sigma Advisor, Chevron Global Upstream Karen Martin and Mike Osterling have put together an excellent guidebook that should be a part of every Lean Resource Library. All aspects of planning and executing a successful Kaizen Event are covered in a way that is easy to understand and to explain to others. With the specific, practical tools and methods described, both beginners and experienced practitioners can now venture into non-manufacturing environments with comfort and ease. Andrew Zozom, Jr., Ph.D., Director Of Process Improvement, Seattle Goodwill Industries Without changing the culture of the workforce that ultimately carries out any improvement ideas, so many Lean efforts are left unfulfilled and, at best, not sustained. *The Kaizen Event Planner* will help you to avoid these pitfalls. Patrick Graupp, Co-author, *The TWI Workbook: Essential Skills for Supervisors* Martin and Osterling provide an easy to read, practical guide to planning and executing kaizen events. In addition, they provide numerous checklists and other useful tools to help the reader begin to develop a 'culture for kaizens' in his or her own organization which is the ultimate goal of any Lean Enterprise. Drew Locher, Co-author, *The Complete Lean Enterprise: Value Stream Mapping for Administrative and Office Processes* I have been advocating, implementing and teaching kaizen within our company for 12 years. I have read many excellent theoretical books that describe the power of kaizen but this is the first that will actually give the reader a step-by-step process for facilitating events from planning through completion and follow-up. This book is a must resource for all Lean experts and facilitators. Edward G. Brekke, Global Director, Schneider Production Systems, Schneider Electric *The Kaizen Event Planner* illuminates the organizational details of how kaizen is actually executed in the workplace and delivers a step-by-step roadmap for starting the long journey towards building a cross-company culture of continuous improvement. Matthew E. May, Author, *The Elegant Solution: Toyota's Formula for Mastering Innovation* Karen Martin and Mike Osterling have captured a succinct genealogy for Lean thinking and combined that with real working tools that will help orchestrate very effective continuous improvement events. CJ Buck, CEO/President, Buck Knives About the Author Karen Martin is a consultant and an instructor for the University of California, San Diego's Lean Enterprise program and

San Diego State University's Advanced Lean program. Mike Osterling is a seasoned Lean Consultant with broad improvement experience in manufacturing, service and office environments. He co-developed the Lean Enterprise Certificate Program at San Diego State University in 1999 and continues to teach in that program as well as at the University of California San Diego.