



SPECIAL POINTS OF INTEREST:

- Efficiency starts with a sustainable “5S” program
- Points on Visual Management
- Lean tips: What to look for in becoming efficient
- KAIZEN Spirit

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WELCOME

Welcome to the first edition of Efficient Topics. This newsletter has been developed by Efficient Solutions to provide Lean best practice improvements principles to your business, by means of identifying and removing the causes of inefficiencies within the workplace.

Over the pursuing issues we will give you various ideas that may assist you in improving business growth, employee satisfaction and customer satisfaction.

With the current economic climate impacting on most businesses it is important to look at various ways in improving efficiencies within your work place to become a leaner and more profitable organisation.

A more efficient smoother operation will ensure you remain competitive during tough times and are able to retain staff along whilst keeping your customers satisfied.

The 5S Concept

The 5S concept was derived from Japan in the early 1960's and is designed to assist in providing an efficient, tidy environment and workplace.

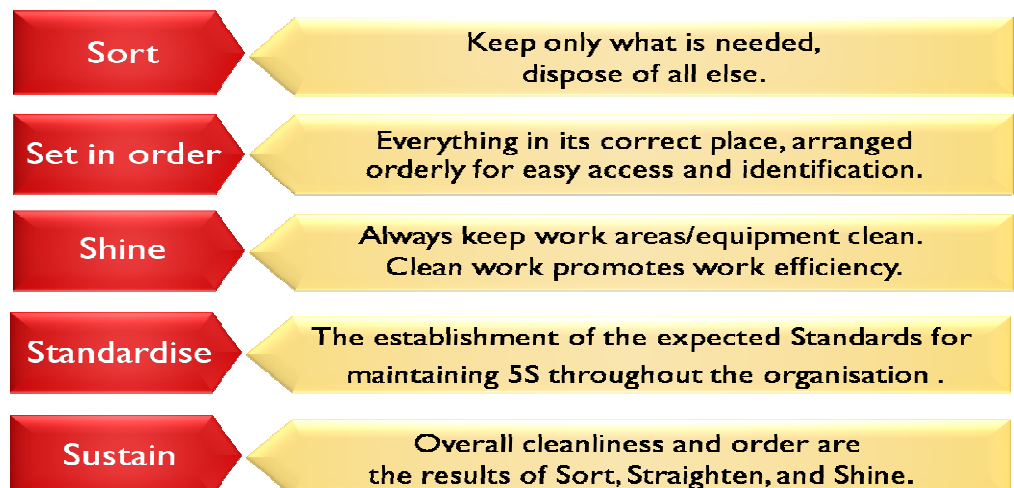
Research has shown that with the correct implementation of 5S there has been an improvement in workflow, job safety,

quality, improved customer service and staff morale. 5S can be implemented into the production facility, warehouse, equipment and storage areas and offices.

Management will also realize great benefits through 5S implementation.

Establishing employee self discipline through new found standards that engage employees in 5S. Identification & elimination of many kinds of waste movements & processes.

Improved working efficiencies & safety.



So What is 5S?



A clean safe working environment encourages efficiency & improves staff morale

The 5S concept comprises a number of activities for eliminating wastes that contribute to errors, defects and injuries in the workplace.

The 5S elements are:

Sort:

The first step entails sorting specific items within the workplace into 2 categories, items that are that are re-quired to produce productive work and items that are not needed.

Set in Order:

This step is important in that all needed items are to be located into their most convenient location.

Shine:

Once the entire unneeded items have been removed and all the needed items have been located correctly it is now time to ensure a clean & orderly working environment is developed.

Standardise:

The improved conditions of the working area & the continuation of the first 3 steps should be set as the base standard.

Sustain:

Is to ensure 5S is an ongoing process and culture within the business and workplace. It is expected that the 5S is part of the everyday business of all employees with an acquired self discipline.

5S Checklist



1.Sort:

Are all unneeded tools, equipment and other items removed from the work area?

Are items, where the usage is unknown tagged and monitored for a period of one month?

Are all out of date or unnecessary signs removed or replaced?

Is the access to all safety related equipment clearly marked and accessible?

2. Set in Order:

Are all areas for common tools, equipment and stock clearly marked by signage, floor markings or shadow boards?

Can overstock issue be clearly identified at the location?

3. Shine:

Are daily checks in place to ensure housekeeping is maintained?

Are there measures in place to identify and report problems as soon as they occur? Is there a regular maintenance roster established for the cleaning of equipment and machines?

4. Standardise:

Have all employees had training in all aspects of the 5S process? Is there an ongoing scrapping policy in place for old stock? Is there a 5S induction process for new employees?

5. Sustain:

Are unwanted items disposed of automatically as a matter of practice?

Do you have regular meetings to review and discuss 5S issues? Do you have in place an annual 5S planning calendar?



Correct location of equipment makes locating them easier



The 5S Image

Visual Control

Definition

“Is a type of communication device used in any work environment that visually identifies the current status of operation whether it is operating normal or abnormal”

A workplace that has not applied the 5S program can not have visual control, 5S is the key to true implementation of visual control, by ensuring all parts, tools inventory and equipment are always correctly located into their home position, or be able to identify

when something is missing.

Visual control helps employees to see at a glance how they are performing, it may also show where items are to be located or stored, how many items should be there, what the standard procedure is for doing a task or the status and performance of the work being done.



This example of Visual Control shows that the amount of work waiting is within capacity. As the cards get closer to the red mark this would visually indicate there is a problem with the flow or process and needs attention.

Visual Control Management

The management of “Visual Control” requires the display of charts, templates, control boards, as well as stock levels relating to minimum and maximum stock requirements and performance records which ensure the focus is maintained on Quality, Cost and Delivery.

The display of work standards in front of each work area is classed as visual management, the work standards are

in place to remind the workers of correct way to do the job and the expected quality level. Visual display of work standards also serves as an indicator to management whether the work is being performed to the standard .All walls within the workplace should be used for “Visual Control”

Example Visual Management of Inventory showing First in First Out Control (FIFO)



Standardise Your Work Procedures

Inefficiencies or waste can be found in any business. In Japanese waste is referred to as “MUDA” which means something that does not add value. The concept of introducing Lean means to identify any process or procedures undertaken that does not add value to the end user, the Customer.

Muda can be identified by tracking each process from start to finish and

every step and collecting all the paperwork used along the way. A good way to track the process is to use a video camera, this way you can sit and study the process along with the worker, or workers involved. Identifying and removing the causes of Muda will assist you in increasing your efficiency as well as quality.

Following the elimination of Muda a new Standard Work or Operating Procedure should be developed for each process and the operators trained on the new standard.

These WSP’s can also be used to train new staff on the correct process.

Muda is not just found in Manufacturing or service industries, it can be found in offices, restaurants, hotels or any other business for that matter.

The true elimination of waste will be rewarded with higher quality work and greater efficiency.

Adopt the KAIZEN Spirit

The Japanese word Kaizen means continuous Improvement, Kaizen Spirit is a culture of "Continuous Improvement"

Kaizen is a Japanese word that emphasizes there is always a better way, a better process, a better level of service.

Kaizen is a daily activity that goes beyond simple efficiency or productivity improvement.

It is also a process that, when done correctly, humanizes the workplace, eliminates overly hard work and teaches people how to identify and develop process improvements themselves as well as encourages the thinking of never letting near enough to be

good enough, there is always a better way.

Through observation, monitoring and tracking we can identify ways to improve what we are doing every day.

A Kaizen Team can be developed for the staff and management to look for ways to improve the business processes and increase safety, efficiency and morale.

Embrace you organization with the spirit of Kaizen and see how well it works.

So why don't you take the challenge and recession proof your business. Efficient Solutions will be pleased to assist you in developing a lean and profitable business that can meet the challenges in the future.



"KAIZEN" Spirit

4 Steps to a Leaner Business

Here are our 4 steps to introducing "LEAN" into your Organization:

1. Introduce and embrace the 5S program throughout the Company
2. Implement the use of "Visual Controls" to monitor work progress
3. Evaluate and Record all procedures, identify wasted movements/processes, then standardize each procedure into a written "Standard Work Procedure"
4. Involve ALL employees in every step through KAIZEN working teams.

Our Mission Statement

"Efficient Solutions will provide clear and accurate operational improvement ideas and concepts that will better the performance of our customers day to day business operations. Our focus is to ensure our customers are fully skilled so they can provide the best customer process and service experience possible, this will ensure their business growth and our future success"

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Efficiency is our game, profit is your gain!