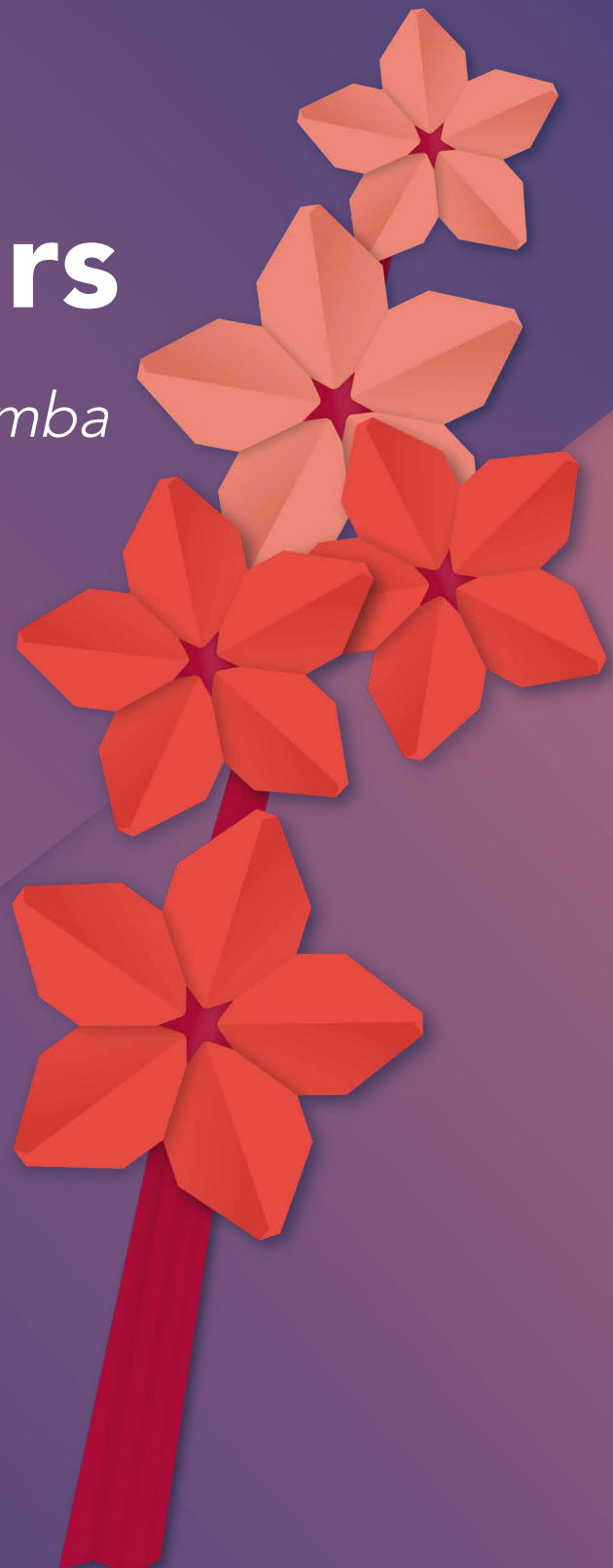


www.kaizen.com



KAIZEN™ Insight Tours

Come to the original *gemba*



Content

Introduction

1. About Kaizen Institute
2. Kaizen Institute's Tour Offerings
3. KAIZEN™ Insight Tour Benefits
4. Our Partner Companies
5. Attendee Profile
6. Sample Agenda
7. Our Tour Team

Introduction

Improving the World with
Everyone, Everywhere, Every Day –
The KAIZEN™ Way

Kaizen Institute has been offering KAIZEN™-focused learning tour services in Japan since 1981 and is regarded as the oldest, most authentic, and continuously operated KAIZEN™ tour in the world. They provide participants a real 'insight' into KAIZEN™. Our tour partners are often honored with awards in their respective sectors and for their management practices. It provides a unique "behind the scenes" view into the operational management and people development aspects of these acclaimed organizations.

KAIZEN™ is a holistic and practical improvement approach. It covers everything from organizational leadership, to a management system, strategic breakthroughs, and frequent incremental improvements throughout the enterprise. Join us in Japan where KAIZEN™ originated, and experience the culture of success while learning from inspirational companies and their people.



1. About Kaizen Institute

Since our founding in 1985 by Masaaki Imai, Kaizen Institute has grown today into a thriving global organization that supports people and businesses in 60+ countries on six continents. Over the past 35+ years, our clients – spanning all sectors, fields, and industries – have highly valued the lasting competitive advantage that KAIZEN™ has given their businesses.

Through our consulting and training services, we empower companies to transform by embracing a long-term, people-based business, and systematic excellence approach. Instead of providing a one-off consultation or analysis, our highly-trained professionals help adopt and apply the KAIZEN™ spirit and methodologies internally – an invaluable, lasting improvement for any organization.



60+

COUNTRIES ON **6** CONTINENTS

The Numbers Add Up

Over the last three decades, Kaizen Institute has been the leading provider of a sustainable, competitive advantage for all industries.

1 KAIZEN INSTITUTE SINCE

1985

OVER **30** LANGUAGES
IN MORE THAN **45** SECTORS

2. Kaizen Institute's Tour Offerings

KAIZEN™ Insight Tours

A KAIZEN™ Insight Tour is an integral part of the Continuous Improvement journey of an organization committed to creating and sustaining excellence. Our KAIZEN™ Insight Tours (delivered only in Japan) are unique learning opportunities that provide a deeper understanding of the foundational principles and strategic purpose of KAIZEN™. It is a crucial path to success for leaders of any organization, regardless of their sector.

Virtual KAIZEN™ Insight Tours

Unlike our KAIZEN™ Insight Tours which offer the on-site experience, our Virtual KAIZEN™ Insight Tours are held in the form of a virtual *gemba* walk, lectures, and interactive discussions. Our Virtual KAIZEN™ Insight Tours include both strategic and tactical elements, and are designed to provide an understanding of the key elements of how KAIZEN™-minded businesses succeed and thrive. We will guide your organization to gain the most of this modern learning experience.

KAIZEN™ Benchmark Tours

While KAIZEN™ Insight Tours offer the critical strategic understanding of success, our KAIZEN™ Benchmark Tours (offered in different parts of the world) provide participants the traditional benchmarking of the tactical application of specific methods, tools, and techniques. We partner worldwide with some of our clients to create a learning community, enabling the open sharing of best practices in operational excellence.

A successful transformation journey is promoted by supportive strategic activities. Beyond the day-to-day KAIZEN™ initiatives and implementation, efforts such as KAIZEN™ Tours will help develop a culture of organizational excellence. Without the development of new behavioral patterns, the investment in people and their time spent on improvements might not be optimized; even worse, it could be wasted. Sustaining and enhancing improvement efforts are keys to excel.

Both KAIZEN™ Insight Tours and KAIZEN™ Benchmark Tours should be thoughtfully planned as part of a KAIZEN™ strategy and its continuous reviewing.

3. KAIZEN™ Insight Tours Benefits

Seeing is believing: those who have visited Japan state they have deepened their learning by experiencing the KAIZEN™ culture.

Culture is the totality of a group's (mostly unseen) beliefs, principles, ethics, and values expressed through behaviors and clearly visible through artefacts. During KAIZEN™ Insight Tours you will be exposed to KAIZEN™ beyond methods and tools (artefacts) and experience a KAIZEN™ culture that will inspire you to acquire or adapt your own system. A successful KAIZEN™ deployment requires a true cultural transformation, which can be experienced nowhere better than at its roots.

The benefits of KAIZEN™ Insight Tours include:

- Understand how the KAIZEN™ methodology was created in Japan
- Experience the culture supporting successful KAIZEN™ efforts
- Interact with KAIZEN™ model companies
- Study how Japanese management orchestrates and supports KAIZEN™ efforts
- Understand the *gemba*-oriented mind-set
- Learn the KAIZEN™ roles and responsibilities at various levels within an organization
- Calibrate performance metrics against world-class benchmarks
- Fill gaps in your KAIZEN™ knowledge and skills
- Create a network of like-minded KAIZENers
- Increase motivation for your transformation journey
- Take home practical examples of KAIZEN™ implementations.

Our objective is to facilitate an unmatched learning experience, advancing organizations to their next performance level, followed by post-tour assistance in planning their KAIZEN™ journey (as required).

The real benefits will be measured ultimately by what you do differently after returning home.

4. Our Partner Companies

The companies partnering with KAIZEN™ Insight Tours are world leaders in successful KAIZEN™ implementations. A tour partner may be a manufacturing company, a health-care provider, or a service organization. They all have integrated their management philosophies with Continuous Improvement, practiced by everyone, everywhere, every day. We carefully select each organization based on their unique stories and strengths. All site visits will be complemented by additional lectures or trainings by specialists as part of a holistic learning experience.

You will observe KAIZEN™ implementations such as:

- Toyota Production System (TPS)
- Effective visual management
- Efficient flow management
- KAIZEN™ Principles
- True *gemba*-orientation
- Total Productive Maintenance (TPM)
- Effective quality control
- Efficient and sustained standardization
- Autonomation (*jidoka*)
- Policy and strategy deployment (*hoshin kanri*)
- Thorough and effective problem solving
- Systematic organization-wide *muda* (Waste) elimination
- Everyone, everywhere, every day improvement by motivated teams.

Further, you will learn and obtain insights into the development of KAIZEN™-minded leadership, how a KAIZEN™ culture is maintained, and how to engage people.

“The KAIZEN™ Insight Tours trip was a perfect combination of company visits, Japanese cultural understanding, and professional networking. I highly recommend this trip to gain new appreciation for Lean and KAIZEN™ concepts and practice.”

Dr. Kam-Weng Fong
Head, Division of
Radiation Oncology, National
Cancer Centre Singapore



“I have always enjoyed Kaizen Institute’s KAIZEN™ Insight Tours and I learn something new each time. The site visits (hospitals, factories, and sometimes other service-sector companies) share a variety of lessons that are also transferrable to healthcare environments. The trips are always meticulously planned and are extremely well executed, from the logistics and accommodations to the translation services. You’re in great hands with Kaizen Institute’s team!”

Mark Graban
Healthcare Expert & Author,
United States of America

5. Attendee Profile

KAIZENers have a KAIZEN™ passion and this philosophy is shared amongst tour attendees, tour partners, and the accompanying experts. Everyone has much to learn, share, and experience from KAIZEN™ Insight Tours, regardless of the current state of their respective transformation journeys.

Typical attendees may include:

- Business owners and board members
- Senior Executives
- Plant Managers and Site Managers
- Department Heads and Directors
- Functional Managers and Change Agents
- Lean experts, CI, or OPEX specialists
- Lean trainers and coaches

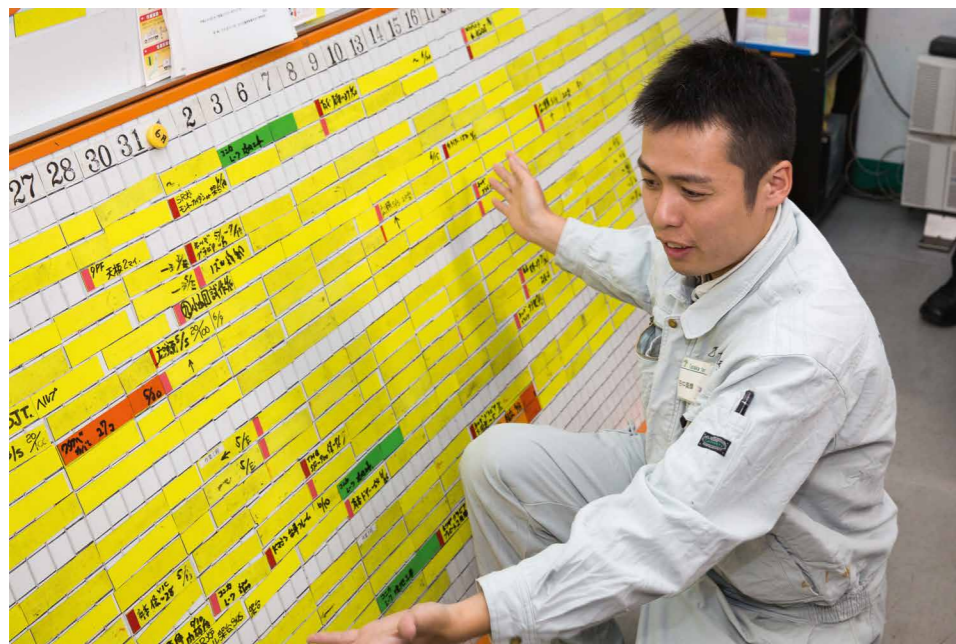
We recommend a cross-functional group of leaders and influencers participate together. The transformational impact is greatest when multiple people from the same organization attend the same tour. They share and reflect together on the experience, develop a common vision, and commit to execution. The benefits gained from this unique tour will be multiplied over the years to come.

The working language is English (unless otherwise indicated), supported by professional translators where required.

6. Tour Program

A typical KAIZEN™ Insight Tour consists of five full days, from Monday to Friday. The attendee is requested to arrive in Japan on Sunday, the day before the tour commences and can depart the designated hotel after the official program conclusion on Friday evening or Saturday.

Furthermore, we meet your specific organizational needs and expectations through customized tours.



Sample Agenda for a KAIZEN™ Insight Tour

Arrival Day	Arriving in Japan / Free			
Day 1	Optional visit to a Toyota museum	Lunch at Toyota if elected	Welcome and Orientation to KAIZEN™ Insight Tour	Welcome Dinner Reception
Day 2	Company Visit A	Lunch	Company Visit B	Daily debrief Dinner
Day 3	Company Visit C	Lunch	KAIZEN™ lecture/ Workshop/ Review of the learning	Dinner
Day 4	Company Visit D	Lunch	Company Visit E	Daily debrief Dinner
Day 5	Wrap-up/ Overview of KAIZEN™ Insight Tour	Lunch	Sightseeing/ Cultural Program	Celebration Dinner
Departure Day	Leaving Japan			

*Unless noted otherwise, facilitation, consulting, interpretation, translation, accommodation, meals, and transportation during the tour is included in the tour fee and will be arranged by our team. Airfare, airport transportation, and personal incidentals are excluded.

7. Our Tour Team

KAIZEN™ Insight Tours are supported by various KAIZEN™ experts and specialists. Our tour team consists of experienced KAIZEN™ consultants, event managers, tour partners, relationship managers, as well as other business partners to make it a most memorable learning experience. Also, some tours will include external guest specialists.

While Kaizen Institute has been supporting organizations over many decades around the world to “change for the better”, we are continually improving ourselves as well to ensure we deeply understand the commitment KAIZEN™ requires. The KAIZEN™ Insight Tours team has years of experience in living and breathing KAIZEN™ internally and externally. They will ensure you have an unforgettable and beneficial experience.

For more information about our KAIZEN™ Tour offers, please visit our website at:
www.kaizen.com

We look forward to welcoming you to our KAIZEN™ Insight Tours!



www.kaizen.com



Contact

Kaizen Institute, Ltd.
Global Operations
Bahnhofplatz
6300 Zug
Switzerland

kaizentours@kaizen.com
www.kaizen.com
Phone +41 (0) 41 725 42 80

Last update: January 2023



GEMBAKAIZEN™

Europe · Americas · Asia-Pacific · Middle East · Africa

© Kaizen Institute. KAIZEN™, GEMBAKAIZEN™ and other associated marks are registered trademarks of the Kaizen Foundation, its subsidiaries, licensees or IP holders worldwide. The Kaizen Foundation is registered and licensed within the DIFC of Dubai, UAE.