

# Sustaining Service Excellence with Sustain (Shitsuke)



## KEY LEARNINGS: SUSTAINING SERVICE EXCELLENCE WITH SUSTAIN (SHITSUKE)

### Understanding the Sustain (Shitsuke) Principle:

- Definition: Sustain ensures the ongoing application of 5S principles, making them a permanent part of daily operations.
- Goal: Prevent backsliding into old habits, maintain progress, and foster continuous improvement.

### How to Make 5S a Daily Habit:

#### 1. Integrate into Routines:

- Start each day with a quick 5-minute team huddle to discuss 5S progress.
- Incorporate 5S tasks into job descriptions to emphasize their importance.

#### 2. Dedicated Time for 5S:

- Example: "5S Fridays," where the last hour of the week is reserved for tidying, updating procedures, or brainstorming improvements.

### Benefits of Sustaining 5S:

- Prevents Backsliding: Maintains the progress achieved in earlier 5S steps.
- Promotes Engagement: Encourages everyone to contribute to continuous improvement.
- Fosters Innovation: Makes improvement an integral part of the workplace culture.
- Enhances Efficiency and Professionalism: Sustained efforts lead to long-term improvements in service delivery.

ADVANCED INNOVATION GROUP PRO EXCELLENCE  
Drive Service Excellence

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### Encouraging Continuous Improvement:

#### 1. Idea Boards:

- Set up a visible board for team members to post improvement ideas on sticky notes.
- Stimulates creativity and encourages participation.

#### 2. Monthly Innovation Challenges:

- Announce targeted challenges, such as reducing response times or improving a specific process.
- Motivates the team to brainstorm and experiment with solutions.

#### 3. Regular Improvement Meetings:

- Hold weekly 30-minute meetings to discuss and share improvement ideas.
- Creates a consistent forum for innovation and problem-solving.

#### 4. Recognition Programs:

- Reward employees for implemented improvements using a point system or small incentives.
- Adds a competitive and fun element to encourage participation.

#### 5. Improvement Time:

- Dedicate a small portion of the week for employees to work on their ideas.
- Shows that innovation is valued and allows staff to explore solutions without daily task pressure.

### Key Takeaways:

- Sustain is about maintaining momentum and integrating 5S into daily operations, ensuring long-term success.
- Continuous improvement initiatives make 5S exciting, engaging, and effective.
- By embracing and sustaining 5S, you're creating a more efficient, professional, and customer-focused service environment.