

Gaining Leadership and Team Support for 5S in Service



KEY LEARNINGS: GAINING LEADERSHIP AND TEAM SUPPORT FOR 5S IN SERVICE

Securing Support for 5S Implementation

- **Objective:** Build buy-in for 5S from leadership to the entire team by addressing concerns, showcasing benefits, and fostering engagement.
- **Goal:** Create a unified, motivated team that sees the value of 5S and contributes to its success.

Strategies to Convince Managers to Support 5S

1. Speak Their Language:

- Highlight metrics leadership cares about: customer satisfaction, efficiency, cost savings.
- Example: Share a case study of a company that reduced customer inquiry response times by 30%, improving satisfaction and loyalty.

2. Address "Trivial" Perceptions:

- Show how small changes lead to significant results, like saving 10 minutes a day in filing translating to thousands of hours saved annually.

3. Highlight the Competitive Edge:

- Emphasize that 5S helps stay ahead of competitors by improving processes and launching new services faster.

4. Reinforce Ongoing Effort:

- Remind leaders that 5S is continuous, like maintaining fitness—it requires regular commitment to sustain results.

5. Demonstrate Company-Wide Relevance:

- Show how 5S applies to all departments, not just production areas.
- Example: Marketing teams completing projects faster and HR streamlining hiring processes using 5S principles.

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Motivating the Team to Use 5S

1. Address Individual Concerns:

- Listen to objections and show how standardized processes simplify work.
- Example: Demonstrate how a standardized filing system saves time and reduces stress for finance employees.

2. Make It a Team Sport:

- Host brainstorming sessions to gather ideas and encourage ownership of 5S solutions.
- Example: Collaborate on organizing a shared breakroom, implementing color-coded bins, or a cleaning schedule.

3. Provide Ongoing Support:

- Offer regular training, workshops, and mentorship programs to ensure confidence in applying 5S.

4. Celebrate Wins:

- Recognize achievements and share success stories, such as a customer service team reducing response times by 20%.
- Example: Publicly acknowledge contributions in meetings or newsletters to boost morale and motivation.

5. Link 5S to Personal Growth:

- Highlight how participating in 5S initiatives enhances skills like organization, problem-solving, and teamwork.
- Example: Show how these skills add value to resumes and career advancement opportunities.

Finding 5S Champions

- Identify team members who are enthusiastic about organization and improvement.
- Empower them to mentor others, lead by example, and drive enthusiasm for 5S practices.

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Key Takeaways

- Building support for 5S requires tailoring messages to both leadership and team members, addressing their unique concerns and motivators.
- Success lies in showing tangible benefits, providing resources, and celebrating wins to sustain enthusiasm.
- A collaborative approach fosters a culture of continuous improvement, ensuring long-term 5S success.