

GLOSSARY



Operational Excellence Work-Out and Kaizen

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Use these terms and definitions below to understand concepts taught in the course.

Transcript Search: note that you can search for terms directly within the course. To search video text, switch to the *Transcripts* tab, then press Cmd/Ctrl + F on your keyboard to run a search within the active transcript.

Term	Definition
5S	An event structured around the five S's—sort, straighten, shine, standardize, and sustain
control plan	Ensures that process performance routinely meets its targets
FMEA	A workout that brings together all key stakeholders to analyze the process for potential failures
Kaizen	A well-organized, structured, and facilitated event designed to improve a work area, department, process, or entire value stream
problem statement	Describes the problem to be addressed in specific, measurable terms
SMART goal	A goal that is specific, measurable, attainable, realistic, and time-based
solutions workout	Used to generate, evaluate, and recommend solutions
VOC workout	Used to determine the voice of the customer for your processes