



KAIZEN ACTION™

Where points of view intersect, solutions that transform are born

What is KAIZEN ACTION?™

KAIZEN ACTION™ is a direct intervention service to solve real and complex problems, using the KAIZEN methodology with a focus on immediate action, interdisciplinary collaboration and measurable results.

It is designed for companies that need to solve operational bottlenecks, conflicts between areas or End to End problems that affect customer experience, efficiency or the fulfillment of strategic objectives.

What does the program include?

- Planning and facilitating real, in-person or virtual KAIZEN events
- Selecting and defining the problem with the lead team
- In-action training of already trained facilitators (linked to LeanBridge™)
- Full Cycle Application: **Definition, Analysis, Solution Generation, Rapid Implementation**
- **Subsequent follow-up** with documentation and sustainability control

Program Objectives

- Resolve issues that lead to loss of efficiency, conflict, or delays
- Activate a transversal and agile culture of improvement
- Develop the internal ability to lead KAIZEN with professional criteria
- Train people (change drivers) in action, within the real context of the company

Specific applications

- Technical problems (maintenance, quality, reprocessing, production diversions)
- Transactional problems between sectors (operations-logistics, sales-production, etc.)
- End-to-end problems, from the origin of the business to the end customer, even between geographically distant units

How does it link to other programs?

KAIZEN ACTION™ is a natural evolution of the path started with LeanBridge™. Once people have been trained in LEAN fundamentals and waste resolution (WasteZero™), they can act as facilitators of real KAIZEN events, and thus consolidate their role as agents of change within the organization.

Why is it different?

When cold sea water meets warm coastal water, the most life is born. Likewise, at the edges of problems and in the interaction with new areas and customers, the most innovative and valuable solutions emerge

Most problems are not solved within a single silo. KAIZEN ACTION™ generates exponential impact when the sessions include people from multiple sectors, even those further afield: production, logistics, planning, finance, customer service, sales, and even internal or external customer representatives.

- ◆ *The economic value of initiatives usually triples (x3) when transactional areas are involved.*
- ◆ *It can be multiplied by seven (x7) when areas linked to the end customer are involved.*
- ◆ *And all this, without investment in fixed assets: only with collective intelligence and structured methodology.*



MODALITY OF IMPLEMENTATION

KAIZEN ACTION™ is based on the DMAIC (Define, Measure, Analyze, Improve and Control) structured improvement cycle, the methodological standard of excellence used in Lean Six Sigma and high-impact improvements.

The modality combines preparation time outside the event with intensive face-to-face execution, to guarantee quality analysis, real participation and sustainability of the change

Typical schedule of a DMAIC-based KAIZEN ACTION event



Stage 1 – Define and Measure (Estimated duration: 2 weeks)

- The KAIZEN team, led by an expert facilitator, works outside the workplace
- Information about the problem is collected and validated.
- The case to be addressed is precisely defined (limits, data, responsible, expected impact).
- This stage is critical and requires high participation from the Kaizen leader.
- Tools used: SIPOC, preliminary cause analysis, validation checklist, data collection

- Tools used: structured brainstorming, Ishikawa diagram, multiple voting, cause-effect matrix.
- Solution ideas are generated and evaluated.
- Actions are prioritized through Impact-Effort matrices and those responsible, deadlines and resources are defined.
- The changes to be implemented are designed.
- The facilitator ensures alignment and consensus before moving on to implementation.

Stage 2 – Face-to-face KAIZEN Event – Analyze and Improve (Duration: minimum 3 consecutive days)

- Mandatory face-to-face event, with participation of all areas involved.
- Presentation of conclusions of the Measurement stage.
- The in-depth analysis of the problem is carried out, with a collaborative and technical approach.

Stage 3 – Control and sustainability (Duration: minimum 3 months of control depending on the problem)

- The KAIZEN event is partially closed as it initiates the follow-up phase.
- The KAIZEN leader gradually reduces his or her intervention and transfers execution to the defined decision-makers.
- Visual checks, internal audits, and weekly or biweekly reviews are applied.
- Tools used: dashboard of indicators, control plans, implementation checklist, progress reports.



This modality guarantees not only visible and measurable results, but also the progressive training of internal leaders who learn to facilitate KAIZEN events by themselves