

Key Roles of a Kaizen Event

Team Leader

Before the Kaizen event: Coordinates logistics, including reservation of facilities, procurement of supplies and equipment, etc. Communicates with the union(s) leadership. Invites process owners and customers to participate on the team. Identifies subject matter experts. Works with the facilitator to clarify the scope of the project, to identify and collect data and other background information, and to finalize the scoping document.

During the event: Participates as a team member. Keeps pulse of team for assisting in setting daily direction/agendas with facilitator. Communicates with the team sponsor. Contacts subject-matter experts as needed.

After the event: Tracks team history and archives any materials/documentation. Schedules follow-up progress-check meetings at 30-day, 60-day, 90-day, and one-year intervals.

Team Members

A Kaizen team is made up of people who perform, supervise, and benefit from the process. Including customers on the team is recommended. This ensures that the team brings together three key elements: process expertise, input from the people being served by the process, and a *fresh perspective* from those with no process knowledge.

Before the Kaizen event: Communicates with the team leader about logistics and purpose. Raises any concerns and looks to participating in team environment. Attends any pre-event meetings, as necessary.

During the event: Participates as a team member as an active/engaged participant bringing their direct knowledge or fresh perspective to the event concerning the process. Follows ground rules and shares desire to attain change.

After the event: Attends any post-event meetings as necessary and follows up on any assignments as designated for the team's continued success.

Subject Matter Experts

Before the Kaizen Event: Communicates with the team leader about logistics and purpose.

During the event: Be available during the Kaizen event to help the team with questions they may have while working to implement the future state (i.e. IT, Legal, HR, etc).

After the event: Attends any post-event meetings as necessary and follows up on any assignments as designated for the team's continued success.