



Go/No-Go Kaizen Event Checklist

This checklist covers all the steps that are necessary to get a Kaizen event set up for success.

Is the scope complete and appropriately sized?

- Is the scope too large to achieve success? (Don't try to boil the ocean.)
- Is the scope so small success will not be transformational? (Don't spend this kind of time and energy unless you can achieve significant results -- at least 50% improvement.)
- Are you improving a complete system instead of putting band aids on parts of the process?
- Is there any info/decisions made about future plans, "sacred cows," or past or potential problems the team needs to understand to be fully empowered to implement change?

Are the right people on the team?

- Do you have all the areas of the process being improved represented on the team?
- Do you have the horsepower needed to make critical decisions on the team?
- Do you have customers on the team, or in unusual cases have you surveyed or discussed the event with process users so the "voice of the customer" is represented?
- Have you included thoughtful, good organizational thinkers with little or no knowledge of the process to provide a fresh perspective to the team?
- Are the team members strong, well respected, knowledgeable employees and not the people you can most afford to do without for a week?

Is the necessary data and information to ensure and measure success available?

- Is there baseline data (monthly, yearly volumes; number of FTE's assigned to the process) available for current lead time / cycle time / performance measures?
- If there was a data gathering plan developed, has the information been collected?

Is the agency ready to immediately implement significant improvements and changes?

- Are there decisions to be made by management before the team can implement change?
- Is there a strong mandate to do things differently the following Monday?

Is the event a top priority of the agency for that week?

- Is the entire team committed and scheduled to spend the full week focused on the event?
- Are the same adequate sized large room and breakout rooms available the entire week?
- Is the team leader committed to change, available all week and able to put in the time before, during and after the event to ensure success?
- Are subject matter experts able to be on "stand-by" to support the team as needed?
- Is the sponsor committed to implementing the results and available to help remove barriers during the course of the week?

Is there a common understanding and commitment within the agency about the Kaizen event process?

- Is there an understanding within the agency that the team is not just making recommendations, but will make decisions in consultation with management during the week that will begin to be implemented immediately?
- Are all levels of the organization (management, unions, and affected workers) aware of the Kaizen event and understand that there will be significant changes coming?
- Is there a commitment to designing and implementing the best solution and improvements for the customer by using data, Lean tools and the process?