



2010 KAIZEN® Japan Benchmarking Tour

Service Segment Focus

March 15 – 20, 2010

In 1981, I organized the very first KAIZEN® Study Tour for foreign executives to learn from leading production sites in Japan. It was before I wrote the book '**KAIZEN® - The Key to Japan's Competitive Success**' (1986 – McGraw Hill) and also before the term **LEAN** was wide spread throughout the world. Many participants took the secrets of the competitive edge of those companies, who welcomed such foreign visitors, and applied them to help their own operations in their own country.

Nearly 30 years later, I am pleased to announce we are offering the *most Service Sector Minded Tour* ever for our participants. You will visit companies in sectors such as **Healthcare, Banking** and **Restaurant Chains***. Also you will visit industrial companies, including TOYOTA, to also learn how the concepts/methodologies of **KAIZEN® Lean** have been conceived, developed, and implemented. There is no doubt that our participants will be able to utilize their increased know how to execute the maximum outcome when they return home. In addition to subject specific lectures and with the support of our Managing Consultant **Danie Vermeulen** (Kaizen Institute New Zealand) we shall be accompanying and coaching all participants throughout the tour, providing one on one/detailed explanations and helpful hints of what, when and how to make improvements in your own situation.... adding additional value to your experience of learning more, and for your own KAIZEN® Journey.

You cannot afford to miss this unique opportunity – I am looking forward to personally welcoming you in Nagoya, on March 15th.

Masaaki Imai
Founder, Kaizen Institute



Masaaki Imai



Danie Vermeulen



Lean Healthcare
- previous tour

*Host companies are subject to change, please visit www.kaizen.com for the most updated details.