

Founder of the Kaizen Institute, Masaaki Imai visits Wirral University Hospital

During a recent 'whistle-stop' tour to the UK, Chairman and Founder of the KAIZEN Institute, Masaaki Imai paid a visit to Wirral University Teaching Hospital, near Liverpool, England.

The Wirral team were delighted to be able to show Imai-san the progress they were making on their own Kaizen journey, having embarked on a programme of hospital-wide transformation in 2008. Their achievements to date have been impressive with increased capacity to treat more patients, an improvement in patient and staff satisfaction, and a reduction in supply costs all resulting from the Kaizen activities within the hospital. The Wirral Kaizen Promotion Office plan to facilitate another 25 Gemba Kaizen workshops in the next 12 months.



Masaaki Imai conducts a Waste Walk during a recent visit to Wirral University Hospital, accompanied by Les Porter and Paul Monaghan from Wirral Hospital, and Graham Canning from Kaizen Institute UK.

During Imai-san's visit he took time to 'go to Gemba' with a Waste Walk on one of the hospital's "Model Wards" and the Pharmacy dispensary. In the afternoon, Imai-san shared his thoughts on making successful Kaizen in a hospital environment, a presentation that had the audience of senior managers and clinicians hanging on to his every word!

Imai-san at the Gemba with nurse and Model Ward Project Manager, Les Porter of Wirral



During the presentation Imai-san observed that in organisations where there has been true commitment to Kaizen for several years, one can almost literally 'smell' the Kaizen in the air. He commented:

"With the sincere efforts of the staff I've met here at Wirral today, and the support I see from the top management team, I am sure that I will soon be able to smell the Kaizen!"



Before his departure, Imai-san was presented with a gift from the Chair of the Trust Board and the Wirral KPO team. In the year of the Football World Cup in South Africa, what could be more appropriate than a England Football team shirt with Imai's name on the back!

"We were delighted to be selected as the site for Imai-San's visit to a UK Hospital. Although we are making a very good start in our Kaizen work, we still have many years ahead of fundamentally transforming our work to provide Excellence in Healthcare. I hope very soon we can invite Mr. Imai back to smell the Kaizen at Wirral University Teaching Hospital". **Christina Saint Martin, Director, Excellence in Healthcare**

The KAIZEN Institute supports companies of all sizes and industrial segments as well as private and public service organisations.

In the UK, the Kaizen Institute team have considerable experience in helping Hospital Trusts and Healthcare Organisations implement lean thinking and Kaizen. Our services range from facilitating improvement workshops at the Gemba, to Value Stream & Pathway redesign, as well as training courses for Kaizen Healthcare Champions.

If you'd like more details on how we can help you, post an enquiry on our website or call our UK office number:

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