

Gemba Walks Checklist

PREPARATION STEPS

- Schedule 60 minutes for team training session
- Set up training area with whiteboard or poster-board – have markers available
- Label the top of the whiteboard “Gemba Walk Ideas”
- Have Gemba Walks audio loaded on device and ready to play aloud during the session
- Prepare a copy of the Gemba Walks Notes for each person to be trained
- If needed, refresh your own knowledge of the Lean Management System – see The Essence of Lean Chapter 8, p. 99.
- Preview listen to the Gemba Walks audio

1) Welcome the team and explain the purpose of the session

- Give out the Notes copies
- Explain that the purpose of the session is to provide management personnel with an introduction to the management practice of gemba walks

The purpose the session is to learn:

a) What are gemba walks?

b) How do gemba walks contribute to the Lean management system?

c) How to organize and implement gemba walks?

2) Listen to podcast: “Gemba Walks” (15 minutes, 17 seconds)

3) Ask them to explain what they just heard (in their own words)

4) Ask them to describe the “place of work” for their employees and how they could increase their level of interaction with their employees at the place of work.

Write each idea for increased interaction on the whiteboard and discuss how this interaction might create a culture of empowerment.

5) Optional assignment to be completed by _____ (date)

Conduct at least two gemba walks with your employees over the period of one week. Report back on how this seems to affect your employees and how it worked for you.