



SNS COLLEGE OF ENGINEERING

Kurumbapalayam (Po), Coimbatore – 641 107

An Autonomous Institution

Accredited by NAAC – UGC with 'A' Grade

Approved by AICTE, New Delhi & Affiliated to Anna University, Chennai

DEPARTMENT OF COMPUTER SCIENCE AND TECHNOLOGY

COURSE NAME : 19OE114 –TOTAL QUALITY MANAGEMENT

III YEAR / VI SEMESTER

Unit 2- TQM PRINCIPALS

KAIZEN

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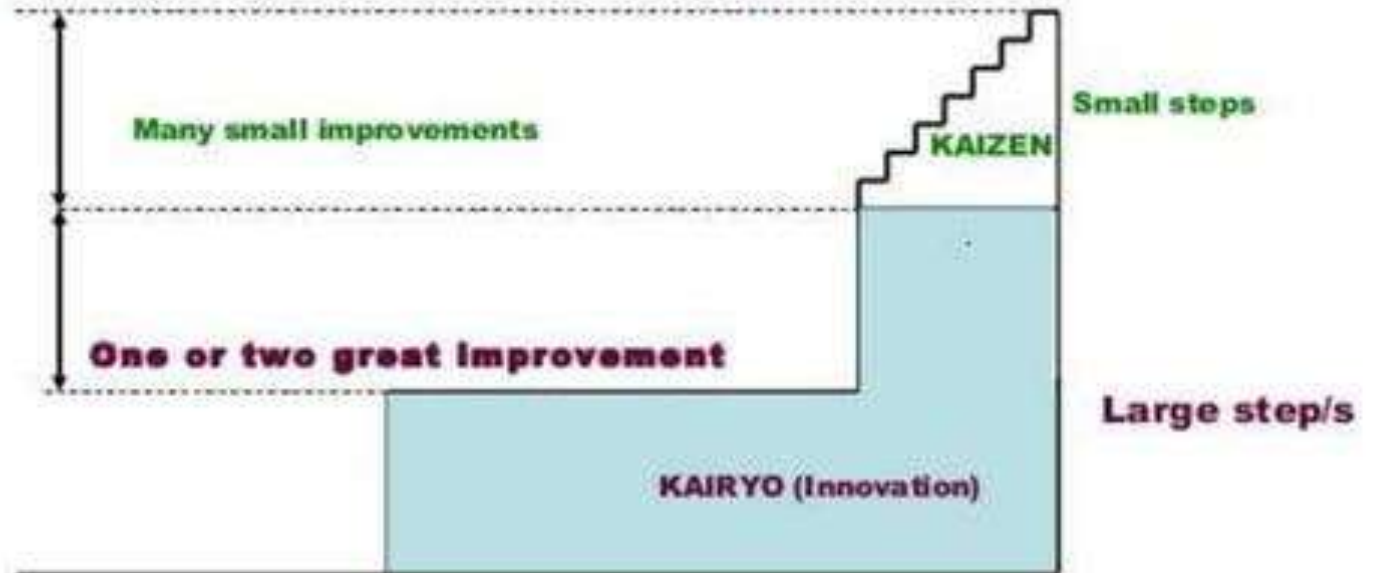
- In Japanese: *kai*, which means 'change', and *zen*, which means 'good'
- Kaizen is a Japanese word for “**continuous improvement or improvement over improvement**”
- It is the process of continuous improvements in small increments that make the process more efficient, effective, controllable and adequate.

KAIRYO

- It means large size technological changes or upgrade.
- It describe improvement through innovation.
- Improvements in one or two great jumps and it does not allow constant improvement.

Continuous process improvement

Comparison between **Kaizen** and **Kairyo**



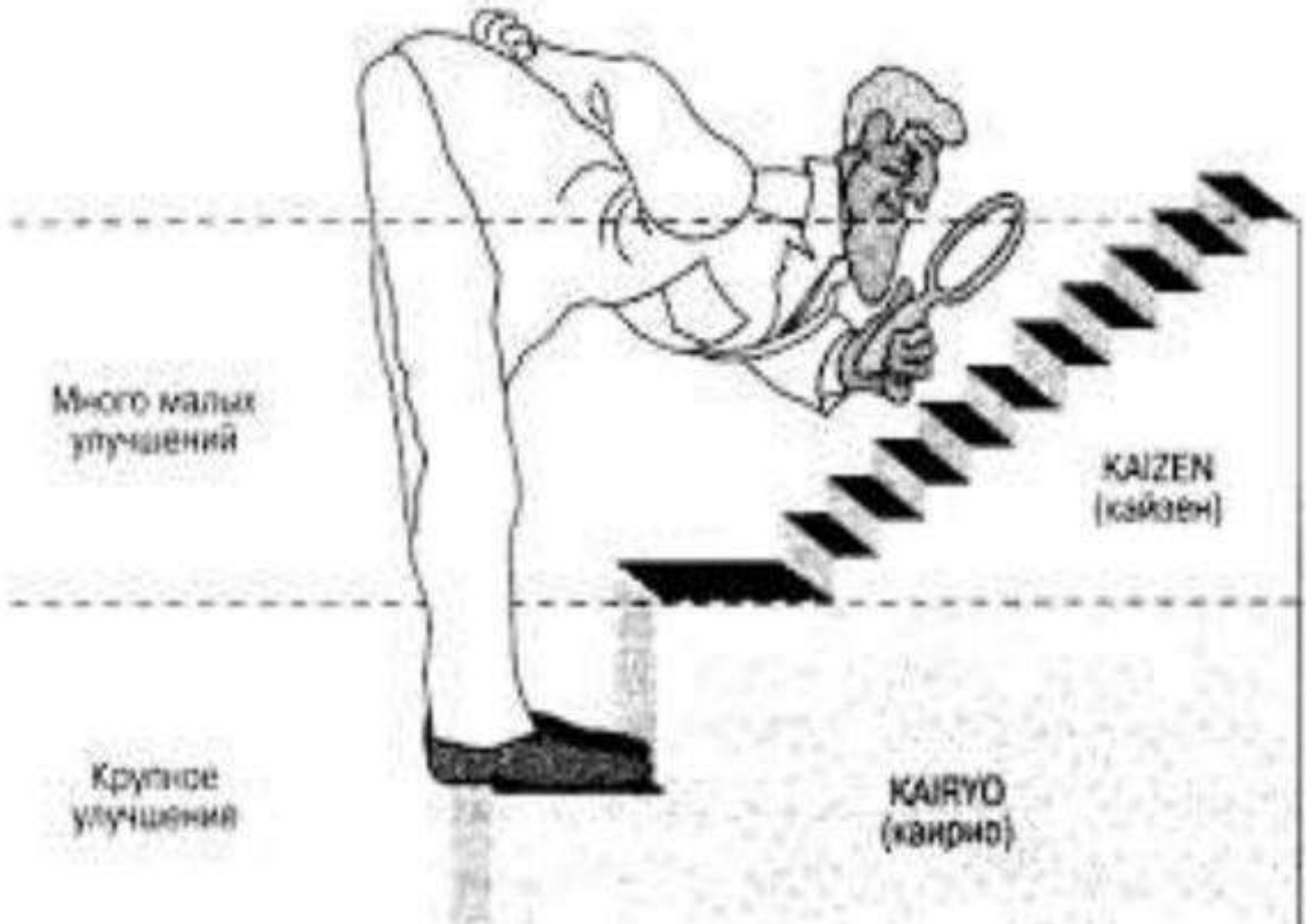
Japanese- “Kaizen” - is process oriented way of thinking

Western- “Innovation” – result oriented thinking

Japanese word for **“Innovation”** is **“Kairyo”**

Kaizen- improvements are accomplished gradually, ie., in small increments (constant, slowly)

Kairyo – improvements in one or two great jumps. Does not allow constant improvements (in spurts, through major, but regular changes.



	Kaizen	kariyo
Effect	Long term and long lasting, but undramatic	Short term, but dramatic
Pace	Small steps	Big steps
Time frame	Continuous and incremental	Intermittent and non incremental
Change	Gradual and constant	Abrupt and volatile
Involvement	Everybody	Select few champions

	Kaizen	kariyo
Approach	Collectivism, group efforts, system approach	Rugged individualism, individual ideas and efforts
Mode	Maintenance and improvement	Scrap and rebuild
Spark	Conventional know how and state of art	Technological break thoughts, new invention, new theories
Practical requirements	Requires little investment, but great effort to maintain it	Requires large investment, but little effort to maintain it
Effort orientation	People	Technology
Evaluation criteria	Process and effort for better results	Results for profits
Advantage	Works well in slow growth economy	Better suited to fast growth economy

Aspect of kaizen

- Total employee involvement
- Labor and management relationship
- Effective leadership
- Adaptability to changing environment
- Reducing waste
- Customer oriented
- Quality awareness

Features of Kaizen

- Value added work activities
- Reducing the waste
- Principles of motion study and cell technology
- Principle of material handling and one piece-flow

- Documentation of standard operating procedure
- Implementation of 5 S
- Visual management by means of visual display
- Poka-Yoke to prevent or detect error
- Team dynamics which include problem solving, communication skills and conflict resolution

Role of people implementing in Kaizen

- Top management should be committed
- The executive just below the top management must formulate and carry the kaizen goals
- Supervisor must use and follow kaizen activities
- Workers must be involved in kaizen