



QR VIEWS

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FOR PRIVATE CIRCULATION AMONG MEMBERS ONLY

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KAIZEN



QR Views team wishes the readers a Very Happy and Prosperous New Year 2016 and Makara Sankranti (Start of Sun's six-month long journey northwards).

In this edition we have provided an insight into "Kaizen and Kaizen culture".

NIQR Trivandrum branch had conducted various programs as listed: (1) Lecture program as part of Quality day Celebration. (2) Lecture Program at Amal Jyothi Engineering College. (3) One day workshop on Advances in Software Engineering and (4) World standards day celebration. The highlights of these programs are given in this issue. Hope all readers will find it informative and will support us by providing valuable suggestion and feedback.

P. Muthuganapathy
Editorial Board

What is Kaizen?

According to the Kaizen Institute "Kaizen is the practice of continuous improvement." Kaizen was originally introduced to the West by Masaaki Imai. Today, kaizen is recognized worldwide as an important pillar of an organization's long-term competitive strategy."

Kaizen is continuous improvement that is based on certain guiding principles:

- Good processes bring good results
- Go and see for yourself to grasp the current situation (gemba)
- Speak with data, manage by facts
- Take action to contain and correct root causes of problems
- Work as a team
- Kaizen is everybody's business



MASAAKI IMAI

One of the most notable features of kaizen is that big results come from many small changes accumulated over time. However, this has been misunderstood to mean that kaizen equals small changes. In fact, kaizen means everyone is involved in making improvements, all the time. Although the majority of changes may be small, the greatest impact may come from those that are led by senior management as transformational projects, or by cross-functional teams as kaizen events.



KAI-CHANGE



ZEN-GOOD



“I’m beginning to feel that continual improvement is not a good enough translation, because it does not carry forth this tremendous self-discipline and the commitment that everybody has when doing kaizen,” says Masaaki Imai, founder of the Kaizen Institute. He further says “So, I now have a new interpretation of the word kaizen: I say kaizen is everyday improvement, everybody improvement, and everywhere improvement.”

Born in Tokyo, Japan, Imai worked at the Japan Productivity Center and traveled internationally with Shoichiro Toyoda and Taiichi Ohno. Imai founded the Kaizen Institute in 1985 to help companies implement the practice of kaizen and the various systems and tools known today as lean management.

“For many companies in the 1980s, kaizen was a brand-new term, and lean thinking was only just beginning to be kicked around and incorporated,” says Christian Wolcott, a director at the Institute. “We help leadership figures understand what the purpose and

significance behind kaizen is and, equally important, what that looks like in an organization that is truly committed to continuous improvement and the positive effects on operations.”

Over the years, as lean thinking or the study of the Toyota Way became popular in manufacturing, and more companies began to get on board and realize benefits, whole new sectors became interested in kaizen. Healthcare, education, public service, retail whether manufacturing or providing a service, there is a burgeoning interest in how to develop a culture of continuous improvement.

Kaizen culture

One of the things Imai’s Institute has learned during its 30 years in business is the difference between methods and culture. Methods can, should, and must be taught. Culture is quite a bit trickier. Like understanding life on the coast of California you can learn about tide charts, coastal fog, and migrant workers, but it’s another thing altogether when you go to the coastal gamba and experience the culture for yourself.

“The advent of the need for tours [to Japan] was to promote kaizen itself”. “One of the companies that best personifies kaizen is, of course, Toyota, which is headquartered in Toyota City, Japan. Many of its suppliers are also there, so this is sort of the fountainhead. Toyota has not only been doing this the longest, it has also been very good and forthright about allowing access to see it. Allowing us to actually go to some of the sites and talk with them to understand the answers to, ‘How does this work, how is it rolled out, how is it done in a daily practice, in a strategy, and how is it used in problem solving.’”

NIQR LECTURE PROGRAM AT AMAL JYOTHI ENGINEERING COLLEGE

NIQR Trivandrum Branch conducted a Lecture Program at Amal Jyothi Engineering College. Sri. KR Mohan Ananthanarayanan, Secretary Trivandrum Branch and Sri.V. Ramachandran, EC member, delivered the lectures and the lectures were well received by the students and the faculty members. The student chapter is planned to be opened in this college along with two days workshop on Non Destructive Testing.



QUALITY DAY CELEBRATION



Sri.KM Kalayanasundaram pioneer in quality system development in ISRO had given a Lecture on

‘Quality Journey from Engineering to Health care’



NIQR Trivandrum Branch organized Quality Day celebration as part of observance of World Quality Month on 26 November 2015 at Hotel Town Tower, Statue, Trivandrum. The welcome address was delivered by Sri.C.A.Ignatious, Chairman NIQR Trivandrum Branch and Sri.C.Athi Pagavan, Vice-chairman briefed about the Quality day celebration.

He shared his fifty years of experience in the field of Quality. The lecture was well received by the participants with lot of interactions.

Sri.KR Mohan Ananthanarayanan, Secretary proposed vote of thanks.

ONE DAY WORKSHOP ON ADVANCES IN SOFTWARE ENGINEERING

NIQR Trivandrum branch conducted a One day workshop on Advances in Software Engineering at Hotel Kingsway on 8 January 2016. The workshop was inaugurated by **Dr. K Sivan**,

Director, Vikram Sarabhai Space Centre (VSSC), Trivandrum. The felicitation address was given by **Dr. P P Mohan Lal**, Director, ISRO Inertial Systems Unit, and **Shri. M V Dekhane**, Associate Director, VSSC.



The Technical talks were delivered by **Shri. Mookiah T**, Deputy Director, VSSC (AVN), **Dr. B Valsa**, Deputy Director, VSSC (SR) , **Shri. Robin Jacob**, Head of Process Engineering & Quality Assurance, IBS Software Services, Technopark, **Prof. Dr. Sukumaran Nair**, Head, Software Quality Division, VSSC (Retd.),

Shri. Amarnath Raja, CEO, INAPP, Technopark, **Shri. S Hemachandran**, Group Director, IISU/ISRO and **Shri. Akshai M**, Fellow, Kerala Startup Mission, Technopark.

Total 78 delegates have participated in the workshop. The function was well organized by **Sri.PK Abraham** HEAD QDGS VSSC and team.

WORLD STANDARDS DAY CELEBRATION

- NIQR Trivandrum Branch participated in the WSD celebration in association with BIS Kochi on 14 October 2015. A presentation was made by KR Mohan Ananthanarayanan, Secretary of the branch on the concept of building AAA -Awareness, Acceptance and Assimilation of standards in industry.
- World Standards Day was celebrated in Trivandrum in association with Institution of Engineers. Sri.C Athi Pagavan, Vice-chairman

of the branch gave a lecture on the topic Standards- The world's common language.



ANNUAL GENERAL BODY MEETING

AGM of the branch was held on 19 October 2015 at Hotel Town Tower Trivandrum. A lecture by Sri. Jose Charles, Deputy Director, BIS Kochi on 'Mandatory Disclosure of Quality Requirements for Electronic goods as per BIS' was delivered.

WRAP UP

Let me wish a Very Happy and Eventful Year for all our members. In this year we can have an objective of improving quality awareness in society by organizing structured programme. Members can mail their views on objectives for the year.

It is heartening to note that our branch is able to successfully organize many events in the last quarter and we hope to continue this in future also with the great support of all members. We have a leader, Sri.CA Ignatious, whose

unstinted efforts led to the successful conduct of Qsoft workshop. In the coming months we have an inauguration of the students chapter at Amal Jyothi College of Engineering and Lourde Matha college of engineering. We also plan to organize a Programme at Kochi on Metrology and Calibration. We request all members to kindly attend all Programme and make our branch lively.

KR Mohan Ananthanarayanan
Secretary, NIQR Thiruvananthapuram Branch