

LECTURE:

KAIZEN PHILOSOPHY

SECTION: INTRODUCTION TO KAIZEN



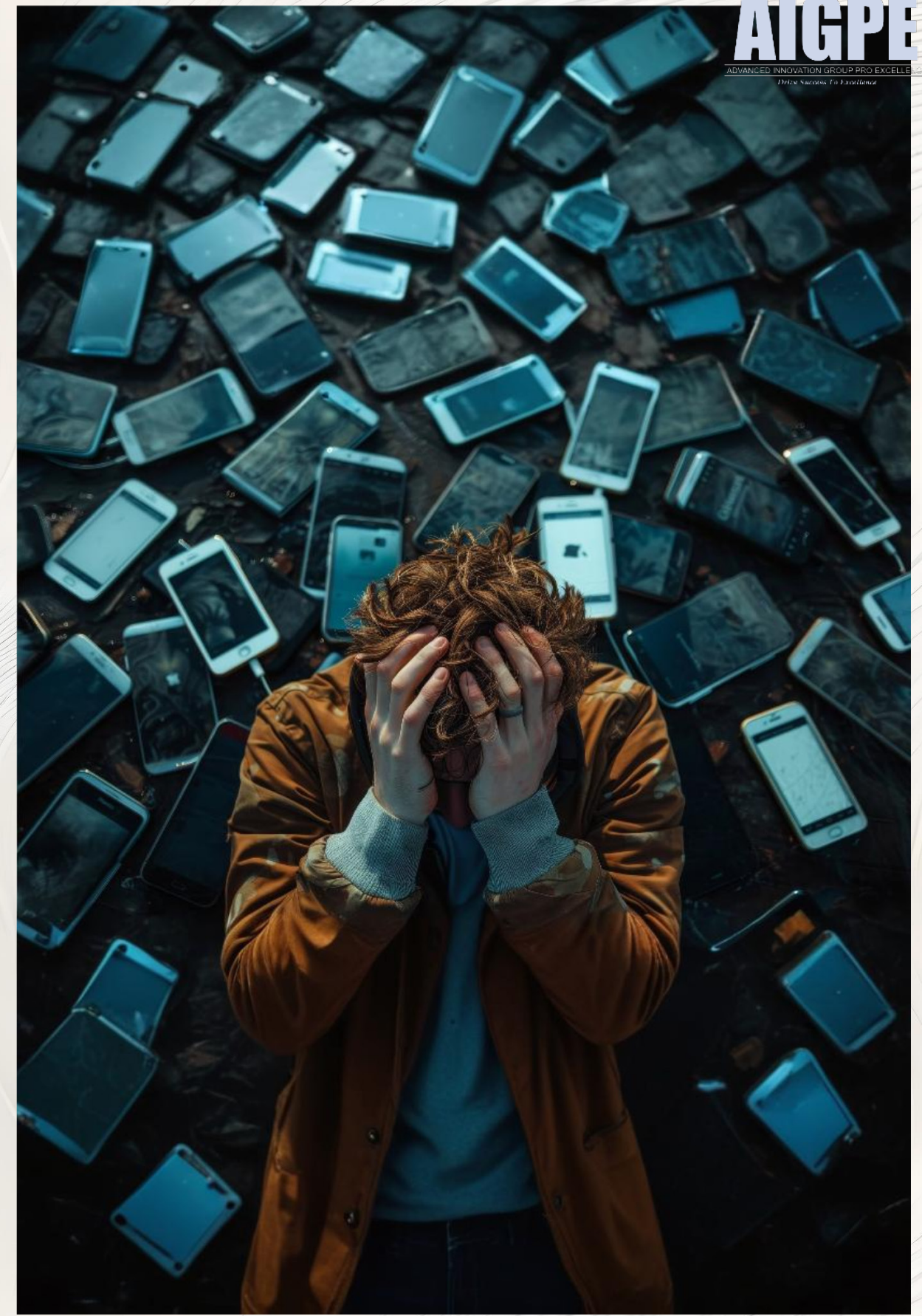


WHILE OTHERS STRUGGLE TO KEEP UP?

THE ANSWER MIGHT BE SIMPLER THAN YOU THINK







**PHONES ARE RINGING
OFF THE HOOK**

**NEW AGENTS ARE
STRUGGLING TO KEEP UP**

**CUSTOMER SATISFACTION
SCORES ARE DIPPING**

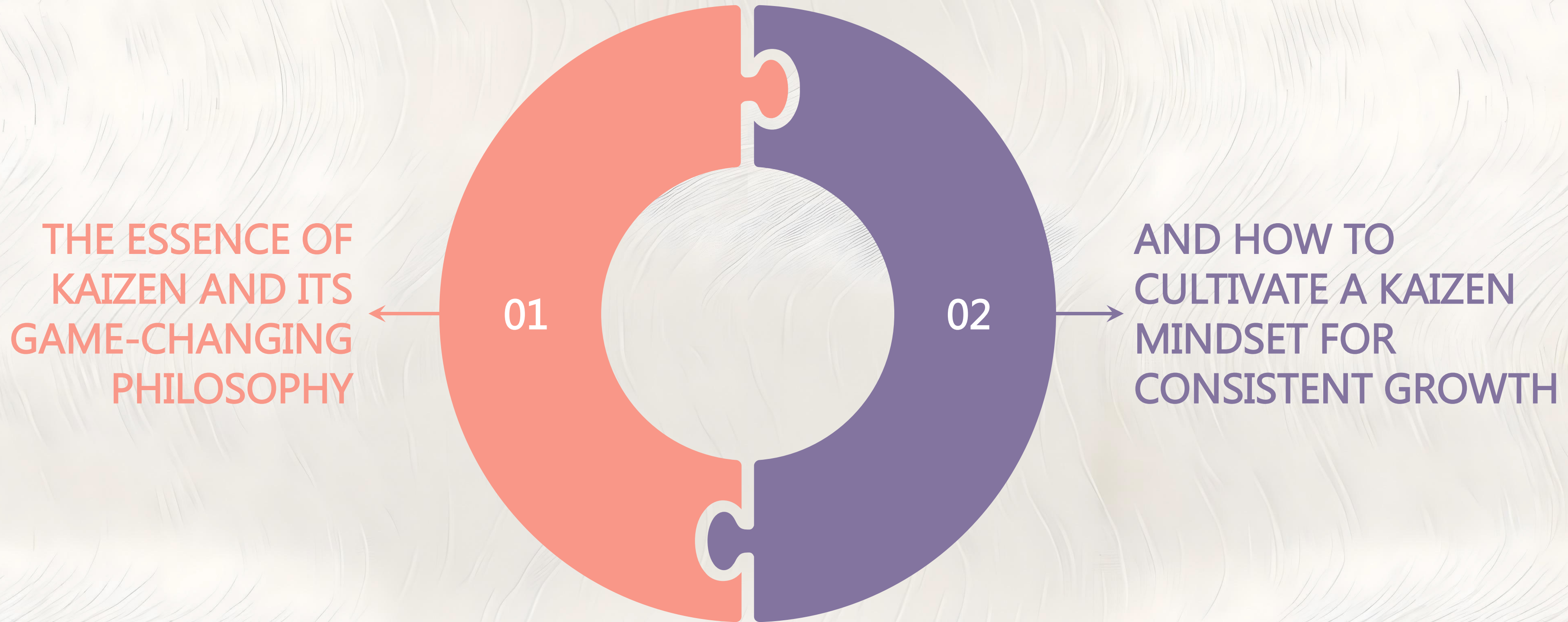


WHAT IF THERE WAS A WAY TO TURN THINGS AROUND?

KAIZEN



BUT WHAT EXACTLY IS
KAIZEN, AND WHY SHOULD
YOU CARE ABOUT IT?



WHAT IS KAIZEN?

JAPANESE TERM





THAT ADD UP TO SIGNIFICANT RESULTS OVER TIME



THAT'S JUST THE WAY THINGS ARE?







HOW CAN THIS BE
IMPROVED, EVEN IF JUST A
LITTLE BIT?



IS KAIZEN ONLY FOR BIG CORPORATIONS OR MANUFACTURING PLANTS?





MANAGING A SMALL TEAM



LEADING A LARGE ORGANIZATION





HOW MIGHT KAIZEN PRINCIPLES HELP ADDRESS THE CHALLENGES OF LENGTHY ONBOARDING AND REDUCED PRODUCTIVITY?

IS IT POSSIBLE?



A woman with long dark hair, wearing a white patterned shirt and a headset, is sitting at a desk in a call center. She is looking at a computer monitor which displays a dashboard with various charts and data. In the background, other call center agents are visible, also wearing headsets, working at their desks. The lighting is dim, with blue and green tones, and there are some blurred lights in the background.

**TRAINING PROCESS, DOCUMENTATION, OR EVEN THE
LAYOUT OF THE WORKSPACE**

DO I NEED ANY TOOLS TO GET THE EMPLOYEES TRAINED?





EVERY EMPLOYEE FEELS EMPOWERED TO SUGGEST AND IMPLEMENT IMPROVEMENTS



**WHEN WAS THE LAST TIME YOU PROPOSED AN IMPROVEMENT IN
YOUR WORKPLACE?**



YOU'RE NOT ALONE





HOW CAN YOU START CULTIVATING A KAIZEN MINDSET IN YOUR PROFESSIONAL LIFE?







**ARE THERE RECURRING ISSUES
THAT EVERYONE HAS JUST LEARNED TO WORK AROUND?**





WHERE PROBLEMS ARE SEEN AS OPPORTUNITIES FOR GROWTH AND IMPROVEMENT

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**TAKE OWNERSHIP OF YOUR WORK PROCESSES AND
CONTINUOUSLY STRIVE FOR BETTER**



IT'S NOT ABOUT ACHIEVING PERFECTION OVERNIGHT





**A STEP TOWARDS A MORE EFFICIENT, MORE SATISFYING
WORK ENVIRONMENT**

ARE YOU READY TO EMBRACE THE KAIZEN PHILOSOPHY?

ARE YOU PREPARED TO LOOK AT YOUR WORK WITH FRESH EYES
AND SEEK OUT OPPORTUNITIES FOR IMPROVEMENT?

A person in a long, dark coat is walking away from the viewer down a path in a forest. The path is covered in fallen leaves. The forest is filled with large, glowing clock faces that appear to be part of the trees or hanging from the branches. The scene is dimly lit, with the primary light source being the warm, golden glow of the clock faces. The overall atmosphere is mysterious and surreal.

**SOMETHING THAT CHANGED THE COURSE OF BUSINESS
FOREVER... AND IT'S NOT WHAT YOU'D EXPECT**

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