



Certified Kaizen Facilitator (CKF)[™]

Course of Study

Introduction

The Kaizen Facilitator course developed exclusively for the Management and Strategy Institute is designed to give the student a basic understanding of how to organize and run a Kaizen event within an organization.

Kaizen can be used on any process, task, or function. It can be used for improvement for administrative tasks, maintenance, engineering, business, and logistics just to name a few.

Kaizen eliminates waste by removing Non-Value Adding Activities which result in improved standardized systems, efficiency, processes, quality, delivery, service and cost savings.

The CKF exam is a timed, online exam. It has a required passing score of 70%.

Competencies

This course of study covers the following competencies:

Kaizen

- Kaizen eliminates waste by removing Non Value Adding Activities which result in improved standardized systems, efficiency, processes, quality, delivery, service and cost savings.
 - Learning Outcome: The Student will be able to define a Kaizen project.

Kaizen History

- Learn the history of Kaizen.
 - Learning Outcome: Understand the history of Kaizen.

Future State

- To get to the future state, you undertake a workshop that looks at each element of the current state and sees what can be done to make it better.
 - Learning Outcome: Basic understanding of future-state and the Kaizen experience.

Plan-Do-Check-Act (PDCA)

- Kaizen uses the Plan-Do-Check-Act (PDCA) cycle as a Lean operating model.
 - Learning Outcome: Have an understanding of PDCA.

Kaizen Versus Other Improvement Methodologies

- Lean, Six Sigma, and Kaizen are all improvement methodologies. They vary in application but all help with providing the framework for improvement of processes.
 - Learning Outcome: Understand the difference between a Kaizen project and other improvement methodologies.

Kaizen Characteristics

- Kaizen is an intensive burst of business process improvement.
 - Learning Outcome: Understand the characteristics of a Kaizen project and how it is structured.

Lean Principles

- Lean is generally referred to as a manufacturing or production improvement methodology. As a term in business, it has a broad-based customer focus that concentrates on providing more to the customer.
 - Learning Outcome: Understand that Kaizen events are based on lean principles. Learn those principles.

Lean Process Management

- When you start to undertake Lean reviews within an organization, you have the opportunity to integrate it into the corporate strategy and long term vision for the business.
 - Learning Outcome: Understand the process of lean management using balanced scorecard reports.

Lean Industries

- Although Lean principles were developed for manufacturing, it is now recognized within a whole range of business sectors.
 - Learning Outcome: Learn how different industries use Lean principles.

Lean Analysis Tools

- Within every workflow or production path, there are core elements that are essential to its success. These elements are critical.
 - Learning Outcome: General overview of the tools used during a Kaizen project, including Critical Path Analysis, TIMWOOD, Kanban, JiT, Push & Pull, 5S, Cause & Effect, Poka Yoke.

Kaizen Events (Kaizen Project)

- Kaizen Events are relatively simple in format and can be used to make significant improvements when continually applied within your organization.
 - Learning Outcome: Understand the major components has subcomponents of a Kaizen Event.

Forming the Kaizen Team

- A kaizen event should always have a member of the executive team to display organizational support and alignment with the strategic goals.
 - Learning Outcome: Understand the key members who should be on a Kaizen project and how they are selected.

Event Kickoff

- The event kickoff is the opportunity to build the energy for the event.
 - Learning Outcome: Understand what the event kickoff is used for. Recording the Current-state.

The Language of Lean

- Value Stream – This describes the activities that provide the customer with value in delivering their product.
 - Learning Outcome: Understand a Value Stream & Value Stream Mapping.

Three Forms of Waste

- In Lean you have three types of waste: Mura, Muri, Muda
 - Learning Outcome: Understand Mura, Muri, Muda

The Seven Elements of Waste

- The 7 classic wastes include overproduction, inventory, defects, over-processing, waiting, motion and transportation.
 - Learning Outcome: Understand the 7 elements of waste.

Performing Root Cause Analysis

- Once wastes are determined you can begin looking into the root causes of problems of the process.
 - Learning Outcome: Understand Root Cause Analysis.

Prioritizing Improvements

- The team may develop a multitude of possible solutions to resolve problems or a multitude of solutions for just a single problem so it may be advantageous for the team to utilize some sort of prioritization or scoring matrix.
 - Learning Outcome: Understand how to prioritize the improvements and using a matrix diagram.

Learning Resources

Recommended:

Material included with your purchase is required reading.

- Free online training material provided by MSI. The material includes everything you will need to learn to pass the exam. This material is included for free with the purchase of your exam. It is in digital form, and available immediately after payment.

Optional:

This material is not required, however it will assist you in becoming Kaizen Certified.

- Masaaki Imai (Jun 2012), Gemba Kaizen: A Commonsense Approach to a Continuous Improvement Strategy, Second Edition, ISBN-13: 978-0071790352
- Robert Maurer (Nov 2012), The Spirit of Kaizen: Creating Lasting Excellence One Small Step at a Time, ISBN-13: 978-0071796170

Preparing for Success

In order to successfully complete the CKF exam, you will need to make sure you have the appropriate resources to support your learning.

- A quiet location, free from distraction.
- Internet access.
- Current (newest) version of Internet Explorer, Firefox, or Chrome browser.
- Take study notes while going through the training.
- When you are ready to take the exam, you should allot 1-hour of time.

Frequently Asked Questions

What happens if I fail the exam?

- You are given two additional attempts to pass the exam at no additional cost.

Will I receive Professional Competency Units (PCU's)?

- Yes, the CKF exam awards 10 PCU's upon passing of the exam.