

Gemba Walk (Go & See, Think, Do)



Area
 Process

Observer
 Date

GO & SEE

| <p>Problem description - And what metrics are being affected by the problem?</p> <p>Problem category</p> <table style="width:100%;"> <tr> <td>Quality <input type="text"/></td> <td>Waste <input type="text"/></td> </tr> <tr> <td>Cost <input type="text"/></td> <td>Health and safety <input type="text"/></td> </tr> <tr> <td>Delivery <input type="text"/></td> <td>Customer satisfaction <input type="text"/></td> </tr> <tr> <td>Efficiency <input type="text"/></td> <td>Other - Describe below <input type="text"/></td> </tr> </table> <p>Interim corrective actions and quick wins</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>What?</th> <th>Who?</th> <th>When?</th> <th>Status</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> | Quality <input type="text"/> | Waste <input type="text"/> | Cost <input type="text"/> | Health and safety <input type="text"/> | Delivery <input type="text"/> | Customer satisfaction <input type="text"/> | Efficiency <input type="text"/> | Other - Describe below <input type="text"/> | What? | Who? | When? | Status | | | | | | | | | | | | | | | | | <p>Process illustration - Using a process map, flowchart, spaghetti diagram, etc.</p> |
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| Quality <input type="text"/> | Waste <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Cost <input type="text"/> | Health and safety <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
| Delivery <input type="text"/> | Customer satisfaction <input type="text"/> | | | | | | | | | | | | | | | | | | | | | | | | | | | | |
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THINK

| <p>5W1H - Scoping and focusing the problem</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>What?</th> <th>Where?</th> <th>When?</th> <th>Who?</th> <th>Which?</th> <th>How often?</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> <p>Problem statement</p> <p>Expected benefits</p> | What? | Where? | When? | Who? | Which? | How often? | | | | | | | <p>Cause and effect - Brainstorming and prioritizing possible causes</p> <div style="text-align: center;"> </div> <p>5 Whys - Drilling down to the root causes (Circle the verified root causes)</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>Possible cause</th> <th>Why?</th> <th>Why?</th> <th>Why?</th> <th>Why?</th> <th>Why?</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> <p>Cause analysis summary - Root cause statement</p> <table border="1" style="width:100%; border-collapse: collapse;"> <tr> <td style="width:80%; height: 20px;"> </td> <td style="width:20%; text-align: center;">Addressing this cause(s) will solve the problem permanently?</td> </tr> <tr> <td style="background-color: #90EE90;"> </td> <td> </td> </tr> </table> | Possible cause | Why? | Why? | Why? | Why? | Why? | | | | | | | | | | | | | | | | | | | | Addressing this cause(s) will solve the problem permanently? | | |
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DO

| <p>Solution description - Including brainstorming and evaluating possible countermeasures</p> <p>Start date</p> <p>Corrective actions - A workable plan to implement the countermeasures</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>What?</th> <th>Who?</th> <th>When?</th> <th>Status</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> | What? | Who? | When? | Status | | | | | | | | | | | | | | | | | <p>Result summary - Including results of key metrics</p> <p>Target achieved?</p> <p>Controls required & follow-up actions - SOPs, OPLs, audits, training, replicate improvement</p> <table border="1" style="width:100%; border-collapse: collapse;"> <thead> <tr> <th>What?</th> <th>Who?</th> <th>When?</th> <th>Status</th> </tr> </thead> <tbody> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> <tr><td> </td><td> </td><td> </td><td> </td></tr> </tbody> </table> | What? | Who? | When? | Status | | | | | | | | | | | | | | | | |
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