



Ten Steps for Continuous Improvement

Step 1: Understand Kaizen - a simple Japanese philosophy literally meaning continuous (kai) improvement (zen)

Step 2: Acknowledge Success, Admit Problems

Step 3: Involve Everyone

Step 4: Look For Systemic Solutions - don't just fix symptoms

Step 5: Be Patient

Step 6: Seek to Serve Customers

Step 7: Seek Quality

Step 8: Define Staff Success by Effort Rather Than Short Term Results

Step 9: Be Prepared to Adopt The Culture Universally

Step 10: Use The Continuous Improvement Cycle