

THOUGHT STARTER GEMBA WALK QUESTIONS

- How does the work in your area align with the company goals?
- Why is this step being done?
- Do you know where this step fits in the process?
- Is there a standard for this work?
- How was the standard for this step established?
- How did you learn to complete this task?
- What are the process inputs and how do they come to your work area?
- Who do you hand off your product to?
- What challenges impact your work output?
- How would you improve the work process in your area?
- Do you have the tools and training to do a quality job?
- Do you have to wait for other people to finish their work before you can begin your work?
- What happens if you do not have the materials to produce your output?
- What can you fix if something goes wrong?
- Who do you go to when something goes wrong or you don't have materials?
- Do you have capacity to produce the amount required in the time required or is there a bottleneck?
- Do you have a visual management board or signal to check your efficiency and quality?
- Is this step flexible – able to change from one version to another?
- Do you see any redundancies in the end to end production process?
- Is there any part of the process that is necessary but a customer would not see value in it?