

# ONE-PAGE INFORMATION - KAIZEN No.4

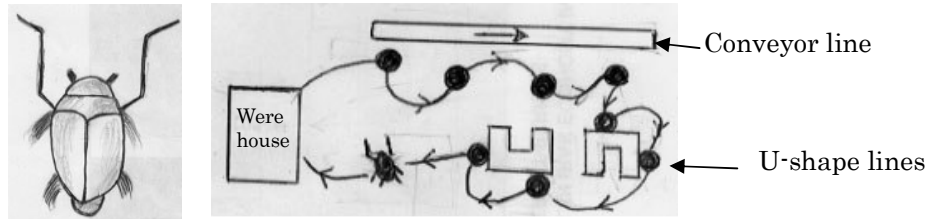
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## ■ Kaizen Tool Box #1——Waterspider

A waterspider or waterbeetle is a small insect which floats on the surface of a pond moving briskly to all directions.

When Toyota Motor implemented Kanban System 40 year ago, they invented a special parts supply system, so-called “MIZUSUMASHI” or translated into English as waterspider, who is responsible to supplying parts to the production line, and keeping a certain number of parts between the max. and min. lines.

This system was a copy of supermarket in USA in these days. In other words, there was no supermarket at that time in Japan.



## ■ Speed Is The KFS In Service Industry

.Quick service is now the new Key Factor to Success in the competitive service industry in Japan.

Toyota car dealers provide to their customers a speedy vehicle inspection system called “45 minute car inspection”

The new speedy inspection was made possible by an inspection team of three specialists working together. This is another example of JIT principles applied to service industry.

“Car Convenience Club Inc.”, headquartered in Tokyo, is rapidly increasing its franchisees through out Japan which are specialized in repairing dents, paint damage and other small defects in extremely short time.

Meanwhile, McDonald Japan Inc, has developed a new bread-baking machine which reduces the baking time from 55 seconds to 11 seconds for speedy service.

## ■ Local Government Is Streaming Organization To Satisfy Its Customers Named Citizens

There used to be three kinds of sanctuary of Kaizen-free kingdoms in Japan.

They are government offices, hospitals and universities. They had no immediate motives of improvement in the past because they were heavily protected and had no competitors.

But today all three kingdoms are facing sever criticism from the citizens and strong actions for changes are being taken.

Take the municipal government of Ohta City, 80km NNW of Tokyo, for example, the mayor declares to all his public servants that the city office is now defined as the service industry : providing good and efficient services to the customers, named citizens.

He reduced the number of servants from 164 to 120 in 10 years by replacing by volunteers and reducing Muda in office work process.

There are now about 3,200 municipal governments, small and large, in Japan. As a national reform plan, they are to be reduced in number to 1,000 in the future in order to be more efficient.