

# ONE-PAGE INFORMATION - KAIZEN No.9

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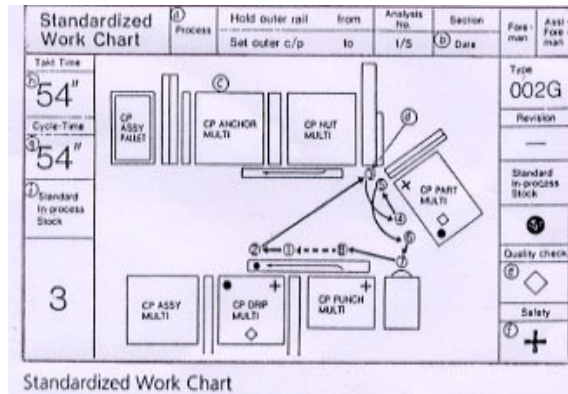
## KAIZEN TOOL BOX #6-----SOP

SOP stands for Standard Operation Procedure which describes how to do operation (machining and /or manual) and to check quality. SOP is written and handed-over to operators by production engineers, but in Many advanced companies in Japan, SOP is made by operators themselves.

SOP includes the following ingredients.

1. Steps and the methods of operations
2. Operation cycle time
3. Standard WIP (works-in-process)
4. Quality check points
5. Safety points

In order to assess the Quality Control System, you simply ask how SOP's are used., SOP stands also for Start Of Production in US. Auto industry. Quality stability prior to SOP is essential for stable production.



### ■ Time is Money

In major cities in Japan, “QB houses “ are booming. QB (short of quick barber-shop which was first opened in Tokyo 6 years ago by a non-hairdresser. Today there are 140 franchisees and will be more than 1,000 by 2005.

You go into the QB house and get your hair cut in 10 minutes and get out of the barber shop by simply paying 1,000 Japanese yen (US\$8.50). The cycle time is reduced drastically to 10 minutes to satisfy busy business people. The system is simple and transparent. This is the major reason why QS house is a success.

### ■ From Planned Economy to Market Economy – An ordeal for nationalized companies-

In August I worked in the northern part of Vietnam for 6 days to carry-out a Gemba Kaizen Workshop at a national textile company with 55 participants from various companies in the harbor city of Hai-Phong. Every thing was quite new about the workshop to the participants and management of the host company. During the workshop activities they learned very important lessons such as “ Next process is the customer” and “We learn more by doing”. I also learned many new things about that country.

### ■ Revolving “Sushi-Bar”

A Shushi-bar is now very popular in many countries as fish is believed to be a healthy food and is good for life. The “Kaiten-Sushi” or the revolving Sushi-Bar which serves Sushi on a plate by moving conveyor is also very popular in Japan as well as overseas in West Coast of USA and Hong Kong for example. The Kaiten-Sushi is now a new subculture of Gastronomy like Karaoke in Asian countries

