

Kaizen Commandments

1. The team starts and ends the day together.
2. Being on time is critical.
3. Cell phones, blackberries and other devices must be tuned off or placed on 100% silent (no vibration) mode.
4. No interruptions.
5. The team stays in the room.
6. Avoid scope creep keep focused on event objectives and work within predetermined event boundaries.
7. Finger-pointing has no place. Kaizen Central is a blame-free zone.
8. No veto power from outside the team.
9. No silent objectors. Don't leave in silent disagreement.
10. One conversation at a time.
11. What's said in the room, stays in the room.
12. It's okay (and encouraged) to disagree; it's not okay to be disagreeable.
13. Rank has no privilege.
14. Think "creativity before capital."
15. Ask "Why?" and "What if?" and "How could we?"
16. Think "yes, if..." instead of "no, because..."
17. Eliminate 'can't from your vocabulary.
18. Seek the wisdom of ten rather than the knowledge of one.
19. All ideas are worthy of consideration.
20. Keep an open mind.
21. Improvements implemented today are better than planning to implement in the future.
22. Abandon departmental/functional/silo'd thinking.
23. Keep focused customer-defined value.
24. Focus on how the results are achieved, not just the results.