

### Gemba Walk



#### Overview

Gemba is a Japanese word meaning "the real place." The idea of a Gemba Walk is simple: if you want to know how a process really works, go to where the work is done and watch it in person to gain a deeper understanding of the process. A Gemba Walk helps gain insight to be able to effectively map a process and identify waste within the process. It's important to clearly scope the process & customers of the process prior to completing a Gemba Walk.

#### As you complete a Gemba Walk, take notes & answer these question

Questions to ask the host(s) of the Gemba Walk	Answers
What is the name of the process you are going to "walk"?	
Where does the process start (first step of the process)?	
Is this start-point obvious to the customer of the process?	
When does the process end (last step of the process)?	
Is this end-point obvious to the customer of the process?	
Are front-line employees 'empowered' in this area to deliver value to their customers?	
Can they make decisions and implement change?	



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Questions to ask the host(s) of	Answers		
the Gemba Walk	Draces Stone	Time Der Ster	
What are the steps and times in the process?	Process Steps Ex: ASA Prints Citation	Time Per Step Ex: 60 sec	
in the process:	Ex. ASA PHILIS CITATION	Ex. 60 Sec	
Are there any steps that do not		ı	
obviously add value to the			
customer of the process?			
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Questions to ask the host(s) of	Answers		
the Gemba Walk			
Can any non-value added steps possibly be removed from your viewpoint as an outsider watching the process? What steps in particular?	NOTE – You may not understand why some steps exist, but ID steps you think are not adding value to the customer.		
Where can the team that performs the process create or enhance <b>PULL</b> (delivering value on demand)?			
Where can the team that performs the process create or enhance <b>FLOW</b> (delivering value without waste)?			
What issues are present during this process? What are the root causes of these issues?			
Who are the customers of the process & what do they value in this process?	Primary Customer:		
	Secondary Customer:  Tertiary Customer:		

### **Gemba Walk Participants**

Participant Name	Role	Phone #