

## 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?	

Questions to ask the host(s) of the Gemba Walk	Answers	
<p><b>What are the steps and times in the process?</b></p>	<p><b>Process Steps</b> Ex: ASA Prints Citation</p>	<p><b>Time Per Step</b> Ex: 60 sec</p>
<p>Are there any steps that do not obviously add value to the customer of the process?</p>		

