

Esofflow implements Kaizen successfully

In August 2010, Esofflow launched its first Kaizen initiative aiming at increasing productivity, quality and worker satisfaction. Kaizen, a Japanese invention, calls for never-ending efforts for improvement involving everyone in the organization – managers and workers alike.

Le Quoc Thang, Esofflow's Deputy Managing Director, spearheaded the continuous improvement programme, and he has worked closely with staff in various departments to identify actions to be taken.

Some of the actions taken included:

- Keeping workspaces clean and tidy at all times
- Removing unnecessary applications/files from work stations
- Optimizing work progress transparency
- Defaulted short-cuts and actions on all work stations

Following one month of implementation, the concentration and efficiency among staff have clearly increased, processing time has decreased by some 10%, training time for new recruits are down by 10-15%, and the office space is kept clean and tidy.

The initial success with implementing Kaizen has led Esofflow to decide to continue the programme. In addition to the above initiatives further actions will be identified in the coming period.

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