

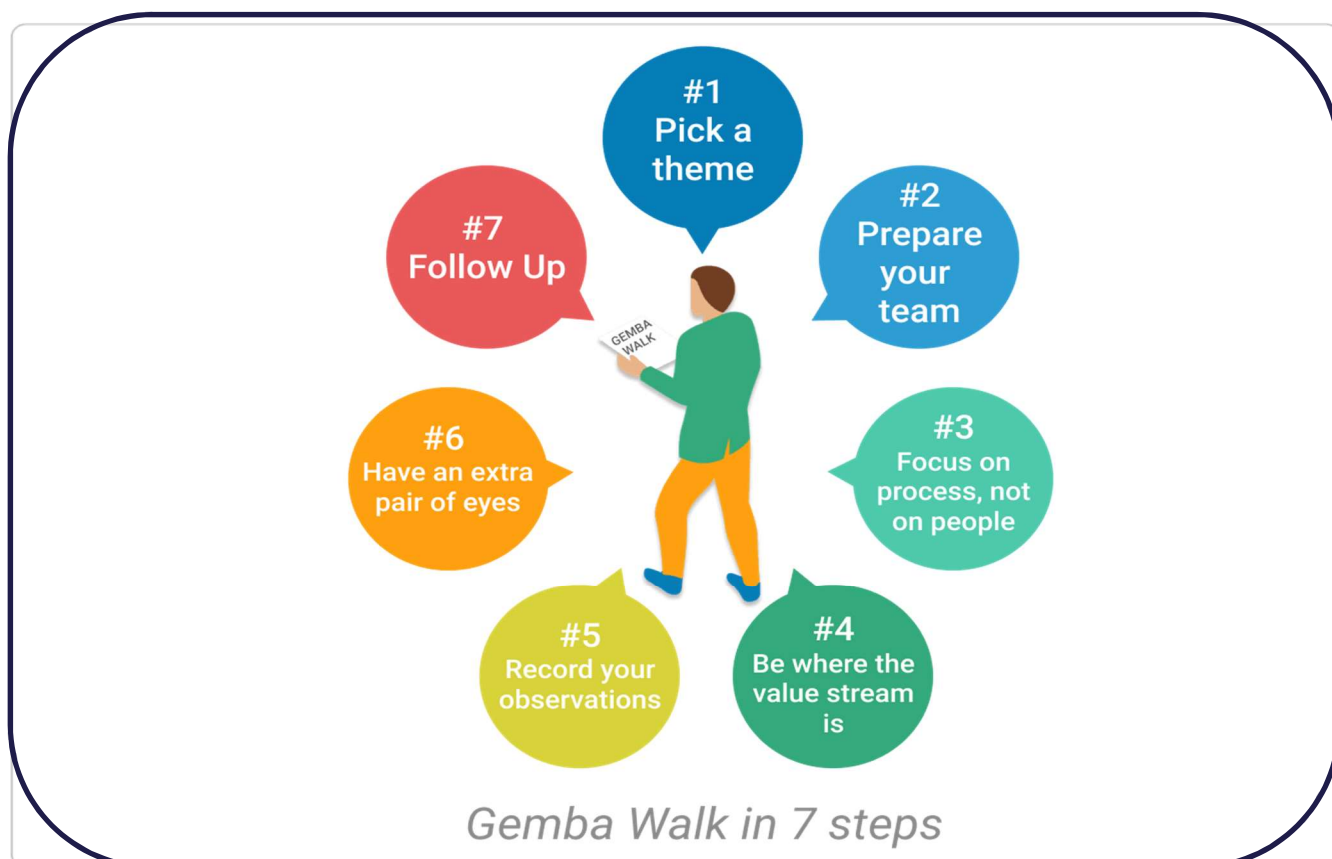
# GEMBA WALK



The term 'Gemba' comes from the Japanese and means 'the real place'. A Gemba walk is the action of going to see the actual process or workspace, understand the work, ask questions and engage with employees, learn and identify wasteful activities and explore opportunities for continuous improvement.

Gemba walks allow leaders to see the difference between what they assumed is happening and what is actually happening.

Three Elements of a Gemba Walk	
Element	Description
Go and See	The main idea is for managers/leaders on every level to take regular walks in the work area and be involved in finding wasteful activities.
Ask Why	To explore the process in detail and locate its problematic parts through active communication. Listen rather than talk.
Respect People	Be present to collaborate with the team and find problems together. Focus on finding the weak spots of the process, not the people.



Shared Health works collaboratively with our provincial service delivery partners to develop and deliver lean training to staff across Manitoba.

