

## How to Keep Your Gemba Walks Meaningful Host Site Preparation Guide

**Thank you for hosting this full-day Gemba Walk workshop.**

To ensure a productive and engaging experience for participants and your team, here are a few key preparation items and considerations:

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### Facility & Room Setup

- Let's schedule a zoom or Microsoft Teams session to discuss your expectations for the workshop.
  - Please reserve a conference room that is large enough to comfortably seat participants at separate tables (round or rectangular), allowing for discussion and team collaboration.
  - Provide a video projector and **two flipcharts** with sufficient **wall space** for teams to post and share their outputs.
  - The facilitator will contact you to coordinate **printing of participant handouts** on-site.
  - If possible, the facilitator would like to conduct a **brief site visit the day before** the workshop to review the areas where the Gemba Walks will take place.
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### Gemba Walk Logistics

We will conduct **two Gemba Walks** during the day. These are scheduled to avoid conflict with breaks or lunch, as participants will be engaging with your associates.

- **Participants will be grouped into teams of 3 to 5**, depending on total attendance (ideally ~20 people).
- Teams will be on the floor for approximately **one hour per walk**.
- We will coordinate **timing and location** in advance to avoid operational disruption and maximize insight.

Please advise us of any **safety requirements** (e.g., safety shoes, glasses, etc.). These will be communicated to all participants ahead of time.

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### Walk Focus Areas

Each team will be given a specific **improvement-related assessment topic**. Typical areas of focus include:

#### 1. Management Systems

- Continuous improvement processes
- Leader standard work
- Strategy deployment and communication practices

## 2. People-Centric Leadership

- Employee development and recognition
- Skills training and problem-solving capabilities

## 3. Operational Performance

- Waste elimination
- Flow and process stability
- Overburden and constraint management

## 4. Business Support Improvement

- How support departments enhance the way they deliver services
- Efforts to “get better at getting better” in service delivery

We may walk the **same areas twice**, rotating teams, or visit **different areas** with the same focus.

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## Hosting the Walks

- Please identify areas that would be most appropriate and valuable for participants to observe.
- **Assign a guide from your organization** to accompany each team, ensuring safe and efficient movement between the conference room and walk areas.
- Ensure **line leaders** are informed in advance, and encourage them to **brief their teams**.

During the walks, leaders may give a short overview of their area. After that, participants will **speak directly with associates** to gain deeper insight.

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## Walk Purpose Statement (Shared with Participants)

The purpose of this Gemba Walk is to identify three strengths in the organization’s improvement approach within your assigned category. Also identify three potential opportunities for improvement. If you notice something that should be fixed, feel free to note it—but the goal is not to generate a laundry list of issues.