

GEMBA RESEARCH

Gemba Research have been contracted by the Ministry of Health to provide support to the Midland Regional Health Network in their implementation of the Better, Sooner, More Convenient Primary Health Care business case. Gemba have undertaken a number of process redesign workshops for the Midland Regional Health Network, including one in Taranaki and several in Waikato. The Midland Regional Health Network has kindly offered the use of Gemba to facilitate the process redesign work in South Taranaki.

The following is an extract from the Gemba Research Website (www.gemba.com):

About Gemba

At GembaTM, we have focused on delivering knowledge and results through kaizen instruction since 1998. We do this through public training workshops, benchmarking trips to Japan, on-site education and consulting to transform your gemba and how you manage it.

What is Gemba?

Gemba is a Japanese word meaning "actual place" or the place where you work to create value. In manufacturing the gemba is the factory floor. In each industry, the gemba will be a different place. We work with your team and begin by streamlining processes to maximize the value you create on your gemba.

Where Do We Work?

We provide support for clients worldwide. We have worked in Brazil, Canada, China, Finland, France, Germany, Hungary, Japan, Korea, Mexico, the Netherlands and the United States. We are able to support projects in English, Chinese French, German, Japanese, Portuguese and Spanish.

Who are Our Clients?

We have provided training and consulting to over 150 organizations, including many Fortune 500 companies as well as small private firms. We have trained thousands of people through hands-on workshops, benchmarking trips and dynamic classroom instruction.

Our aim is to partner with firms who are committed to long-term continuous improvement through people development, and management by fact through genchi genbutsu.

How do We Work?

We teach people how to think Lean and work as teams to improve processes rapidly (kaizen). We treat everyone with respect. We value your time.

We deliver business results while developing skills, behaviors and values to sustain the results. We do this through a combination of assessment, training, project planning, rapid implementation and ongoing mentoring and instruction. We practice what we preach by listening closely to our customers, designing solutions and making judicious use of our clients' resources to deliver the desired results.

We guarantee the work we do. Whenever we sign up for project deliverables, we provide kaizen instruction until these deliverables have been achieved and a sustaining structure is in place.

Sandra Boardman

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