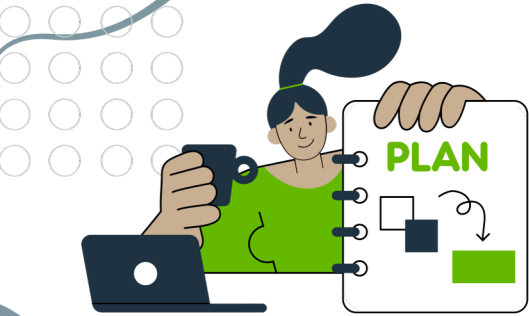


# The stages of the Gemba-Walk

Optimize your floor routings with simplicity!



This continuous loop process ensures constant improvement of operations by systematically identifying and solving problems and opportunities for improvement.



**1 Selection of the place and definition of objectives**  
Carefully choose the location based on SMART goals. Plan the Gemba-Walk by determining the objectives, the necessary resources and the team that will participate.

**2 Observation visit and data collection**  
Conduct the field visit according to the established plan. Observe the ongoing operations carefully. Gather relevant data, such as measures, observations, or employee comments.

**3 Transcription of the data**  
Transcribe the data in the software of your choice.

**4 Data**  
Organize the data using tables and graphs to get an overview.

**5 Data analysis**  
Analyze the collected data to identify trends, problems and opportunities for improvement.

**6 Interaction with employees**  
Engage in conversations with employees to get their ideas and concerns. Ask open and closed questions.

**7 Development of the action plan**  
Use the observations and data to develop a concrete action plan. Identify necessary corrective actions.

**8 Track and measure**  
Regularly monitor progress and measure results against established targets.

**9 Repetition and sharing of results**  
The Gemba-Walk is an ongoing process. Plan regular visits to maintain continuous improvement and a culture of excellence. Share the results of the Gemba-Walk with the entire organization to promote transparency and allow other teams to learn and benefit from the lessons learned.

# What is a Gemba-Walk?

The Gemba-Walk, a Japanese term meaning "going to the field", is a management approach based on direct observation of operations in the workplace. It aims to understand first-hand processes to solve production problems.

It has become an essential practice for increasing operational efficiency in many industries.



## Tips to help you formulate relevant questions

During your field visit, it is essential to vary the types of questions you ask. This promotes a thorough understanding of processes, helps to identify potential problems and encourages reflection.

Here are some categories of important issues to consider:

1

# Open-ended questions VS Closed questions

## Open-ended questions

They encourage detailed and in-depth responses, ideal for exploring topics in depth.

## Closed questions

They generate short and precise answers, useful for obtaining specific information.

What do you suggest to make personal protective equipment (PPE) more accessible?

I would like them to be placed in the lockers at the entrance of the cafeteria. Access would be easier.

Can you locate the personal protective equipment (PPE)?

Yes



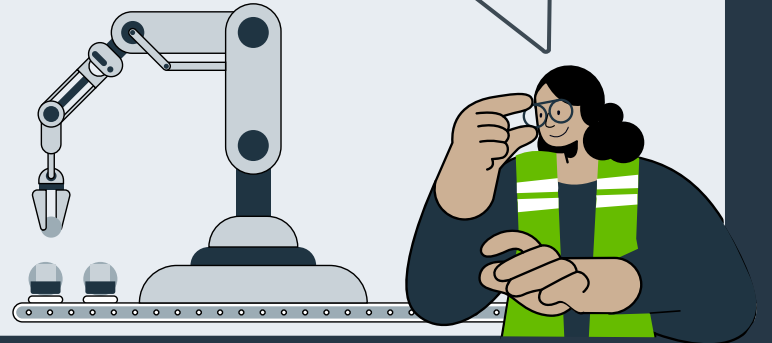
2

## Exploratory questions

These questions are designed to understand the processes in depth, encouraging participants to explain the steps and interactions in detail.

During your shift, were there any events or circumstances that influenced productivity?

Yes. In the morning, I had to go help in the delivery department for an emergency.



3

## Questions focused on the issues

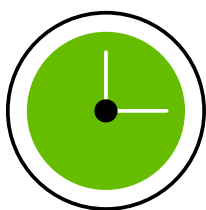
The objective of these questions is to identify obstacles, challenges and opportunities for improvement. They can help unveil potential problems and stimulate problem solving.

Have you recently observed any security issues or incidents?

Yes. The unloading dock where the "pallets" waiting to be placed are stored creates a dead angle and there is a risk of collision.



## Examples of questions



Security measures for employees

Are safety procedures clearly displayed in all areas of the plant?

Do employees regularly participate in workplace safety training?

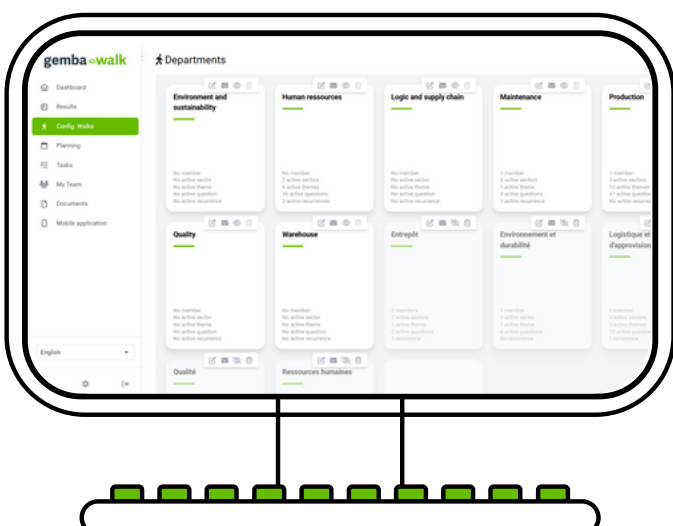
Are accidents and incidents analyzed to learn from them and avoid repetition?

Is a hazard or safety concern reporting system in place?

During your shift, were there any specific situations where PPE was not adequate or available?

Is the material safely stored?

Are the containers of dangerous products identified according to established standards?



# Take action Excel or Gemba-Walk software?

## Gemba-Walk Software

For an optimal experience, our Gemba-Walk application allows you to save time, simplifies the collection, accounting and analysis of data in real time.

A 30-day trial period.

[See the interactive demo](#)

Discover how the Gemba-Walk app can transform your floor tours today with our interactive demonstration!



## Excel

If you prefer a manual approach, you can download our [Excel template](#) to track and analyze your data. It is a way to become familiar with this process.

[Download](#)



With Gemba-Walk, I literally saved **1 hour per day** by avoiding the tedious transcription of data.

Over the weeks, it represented **dozens of hours saved**, allowing me to focus on more important tasks for our company.

- Amanda Parada  
Project manager in continuous improvement for Soucy Rivalair

