Kaizen for Continuous Business Improvement Training Course



26 - 30 Oct 2026

Milan

5900 € (Per Person)

Ref: #PRO3858_121090

Course Introduction / Overview:

This course provides a comprehensive exploration of the Kaizen philosophy, a powerful methodology for driving continuous improvement in any business environment. Originating from Japan, Kaizen focuses on making small, incremental changes that collectively lead to significant long-term gains in productivity, quality, and employee morale. As detailed by the renowned author Masaaki Imai in his seminal work, "Kaizen: The Key to Japan's Competitive Success," the approach is not about radical, disruptive overhauls but about fostering a culture where every employee is empowered to identify and eliminate waste. This training program from BIG BEN Training Center is designed to move beyond theory, offering practical tools and techniques for implementing a sustainable improvement culture. Participants will learn to apply core Kaizen principles, such as the PDCA cycle, 5S methodology, and Gemba walks, to streamline processes, enhance operational excellence, and achieve measurable results. We will delve into the critical role of leadership in championing this philosophy and guide attendees on how to build a resilient system of continuous improvement that becomes an integral part of their organization's DNA, ensuring a lasting competitive advantage.

Target Audience / This training course is suitable for:

- Operations Managers and Supervisors.
- Team Leaders and Department Heads.
- Process Improvement Specialists and Facilitators.
- Quality Assurance and Control Professionals.
- Project Managers and Change Agents.
- Lean and Six Sigma Practitioners.
- Frontline Employees and Team Members involved in daily operations.
- Executives and Senior Leaders seeking to foster a culture of improvement.

Target Sectors and Industries:

- Manufacturing and Production.
- Healthcare and Pharmaceuticals.
- Logistics, Supply Chain, and Distribution.
- Information Technology and Software Development.
- Banking, Finance, and Insurance Services.
- Hospitality and Customer Service.
- Government Agencies and Public Sector Organizations.
- Engineering and Construction.

Target Organizations Departments:

- Operations and Production.
- Quality Assurance and Quality Control.
- Logistics and Supply Chain Management.
- Engineering and Maintenance.
- Human Resources and Training.
- Customer Service and Support.
- Finance and Administration.
- Research and Development.

Course Offerings:

By the end of this course, the participants will have able to:

- Understand the core philosophy, principles, and history of Kaizen.
- Identify and eliminate the seven types of waste (Muda) in business processes.
- Apply the Plan-Do-Check-Act (PDCA) cycle for structured problem-solving.
- Implement the 5S methodology to create an organized and efficient workplace.
- Lead and facilitate effective Kaizen events (Kaizen Blitz) for rapid improvement.
- Utilize tools like Value Stream Mapping to visualize and analyze process flow.
- Conduct effective Gemba walks to observe processes and engage with employees.
- Develop A3 reports for concise and effective problem communication.
- Foster a culture of continuous improvement and employee engagement.
- Measure the impact of Kaizen initiatives using key performance indicators (KPIs).

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be highly interactive, experiential, and practical, ensuring that participants can immediately apply their learning. We move beyond traditional lectures to create a dynamic learning environment where knowledge is built through active participation. The course heavily relies on real-world case studies from various industries to illustrate the successful application of Kaizen principles. Participants will engage in hands-on workshops, group exercises, and process simulations that challenge them to apply tools like 5S, Value Stream Mapping, and root cause analysis to solve practical problems. Team-based activities are central to our approach, mirroring the collaborative nature of Kaizen and allowing participants to learn from each other's experiences and perspectives. Facilitated discussions and brainstorming sessions encourage critical thinking and the sharing of best practices. Continuous feedback is provided by the instructor throughout the sessions, helping participants refine their understanding and build confidence in their new skills. This blended approach ensures a deep and lasting comprehension of Kaizen, empowering attendees to become effective change agents within their organizations.

Course Agenda (Course Units):

Unit One: Foundations of the Kaizen Philosophy

- Introduction to Kaizen and its origins.
- The core principles of continuous improvement.
- Differentiating between Kaizen, innovation, and radical change.
- The role of Kaizen in Lean management and operational excellence.
- Understanding the mindset for small, incremental improvements.
- The business case for adopting a Kaizen culture.
- Key figures in the history of Kaizen, including Masaaki Imai.

Unit Two: Identifying and Eliminating Waste

- Defining value from the customer's perspective.
- Detailed exploration of the three types of waste (Muda, Mura, Muri).
- The seven classic wastes in manufacturing and service environments.
- Techniques for waste identification through process observation.
- Introduction to Value Stream Mapping (VSM) for visualizing waste.
- Practical exercises in identifying waste in simulated processes.
- The concept of standardized work as a foundation for improvement.

Unit Three: Core Kaizen Tools and Methodologies

- The Plan-Do-Check-Act (PDCA) cycle for systematic improvement.
- Implementing the 5S methodology (Sort, Set in Order, Shine, Standardize, Sustain).
- Introduction to visual management and its role in the workplace.
- Root Cause Analysis using the 5 Whys technique.
- Introduction to Poka-Yoke (mistake-proofing) concepts.
- Team-based problem-solving frameworks.
- Data collection and basic analysis for improvement projects.

Unit Four: Running Kaizen Events and Projects

- Planning and preparing for a Kaizen event (Kaizen Blitz).
- Defining the scope, objectives, and team for an event.
- Facilitating a Kaizen event from start to finish.
- Techniques for brainstorming and generating improvement ideas.
- Implementing rapid changes and testing solutions.
- Presenting results and creating a follow-up action plan.
- Sustaining the gains achieved from Kaizen events.

Unit Five: Building and Sustaining a Kaizen Culture

- The role of leadership in driving a continuous improvement culture.
- Empowering and engaging employees at all levels.
- Developing a system for suggestion and idea management.
- Overcoming common barriers and resistance to change.
- Measuring the success of a Kaizen program with relevant KPIs.
- Integrating Kaizen with strategic business objectives.
- Creating a long-term roadmap for organizational continuous improvement.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How can the principles of Kaizen be adapted to foster psychological safety within a team, encouraging even the smallest suggestions for improvement without fear of criticism?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by focusing on the cultural and human elements of Kaizen, not just the mechanical application of tools. While many programs teach the "what" and "how" of methodologies like 5S or PDCA, we emphasize the "why" behind them, exploring the leadership behaviors and organizational mindset required for sustainable success. Our curriculum, curated by experts at BIG BEN Training Center, moves beyond the traditional manufacturing-centric examples to include diverse case studies from service, healthcare, and technology sectors, ensuring the content is relevant to a wider audience. The methodology is deeply experiential, prioritizing interactive simulations and team-based problem-solving over passive lectures. This allows participants to grapple with realistic challenges and build practical facilitation skills. Furthermore, the course dedicates a significant portion to the art of sustaining improvement, addressing the common failure point of many initiatives. We equip participants not just with a toolkit, but with a strategic framework for embedding continuous improvement into their organization's DNA, making them true catalysts for lasting positive change.