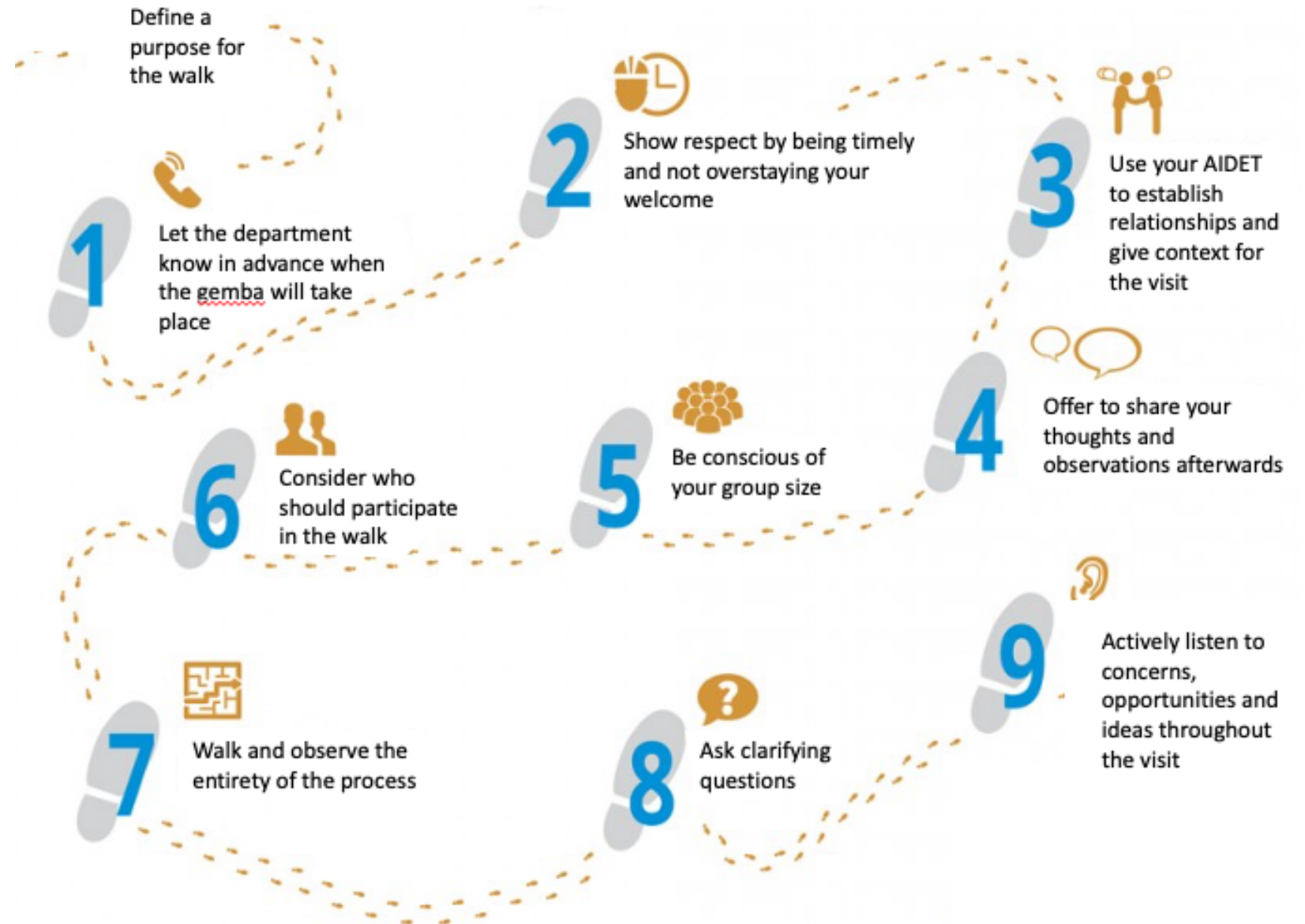


- In-person, firsthand observation
- Meant for discovery around opportunities for better workflow
- Interacting with people and processes in the spirit of change for the better (Kaizen)
- AKA “value analysis”

Gemba IS NOT:

- The time to solve problems or make changes.
- Criticisms of the process



10 Questions

