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Using kaizen events for back office processes: the recruitment of frontline supervisor co-ops

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Abstract

Kaizen events appear to be a very popular tool for problem solving and continuous improvement. While many might think of this technique as being exclusive to the shop floor, it can be used successfully for back office processes. This article examines how a manufacturing firm used the kaizen event technique to improve their recruiting of co-ops for frontline supervisor positions. The article clearly shows the effectiveness of the technique for back office problems and discusses some ideas to help ensure success with the technique.

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