

Building Quality into Administrative Processes (The Toyota Ji Kōtei Kanketsu Approach)

Friday 14th June 2019

9:00 am Registration, 9:10 am Start, 11:00 am Close

Hinchcliff Room, Eastern Hub Geelong, 285A McKillop St, East Geelong

Presentation

Ji Kōtei Kanketsu (JKK) is a tool used within Toyota to operationalise customer 1st thinking into administrative processes.

Through this session, participants will learn how the JKK process builds in quality by:

- Identifying your customer
- Understanding customer requirements
- Clearly defining the process outputs and required process conditions
- Understanding how to judge good versus no good
- Formalising work standards and management rules

Come along to another quality event and learn how the JKK approach used by Toyota can improve the quality of your administrative processes.

Agenda

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| 9:00 am | Registration |
| 9:10 am | Introduction & JKK theory |
| 9:55 am | Workshop - JKK in practice |
| 10:25 am | Case Study - Application of JKK at genU |
| 10:45 am | Q & A - Toyota & genU |
| 11:00 am | Close |

Booking

RSVP by Tuesday 11th June 2019

Registration is essential.

Register on line: <https://www.trybooking.com/BCRHV>

Cost:\$ 30 (including GST)

Pay on line by Credit Card upon booking

Queries to: Richard Hamilton (M: 0402 973 894)

Map

