



A Quality Improvement Plan

THE FIVE S's
By: David Black



Today's Agenda

- Define Five S's as a quality tool
- Show how the Five S's can benefit a company
- Explanation of each of the Five S's



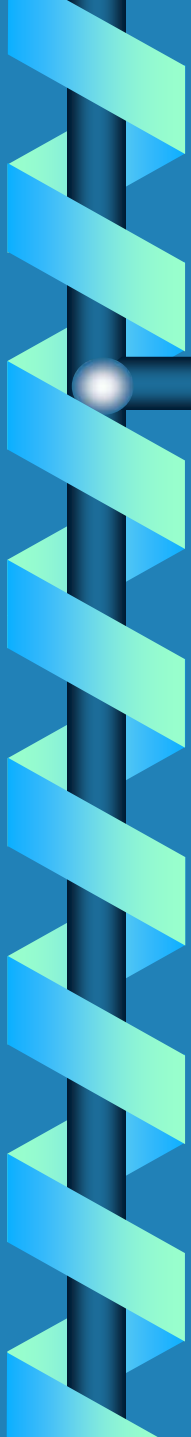
Today's Agenda (cont.)

- What makes the Five S's work
- United Electric's use of the Five S's
- Class Exercise



Definition of the Five S's

- The **Five S practice** is a technique used to establish and maintain a quality environment in a company by improving its' organization.



How can this tool benefit a company?

- Improves efficiency of workplace
- Improves overall appearance of company
- Improves self-organization



The Name Stands for Five Japanese Words

- Seiri
- Seiton
- Seiso
- Seiketsu
- Shitsuke



SEIRI

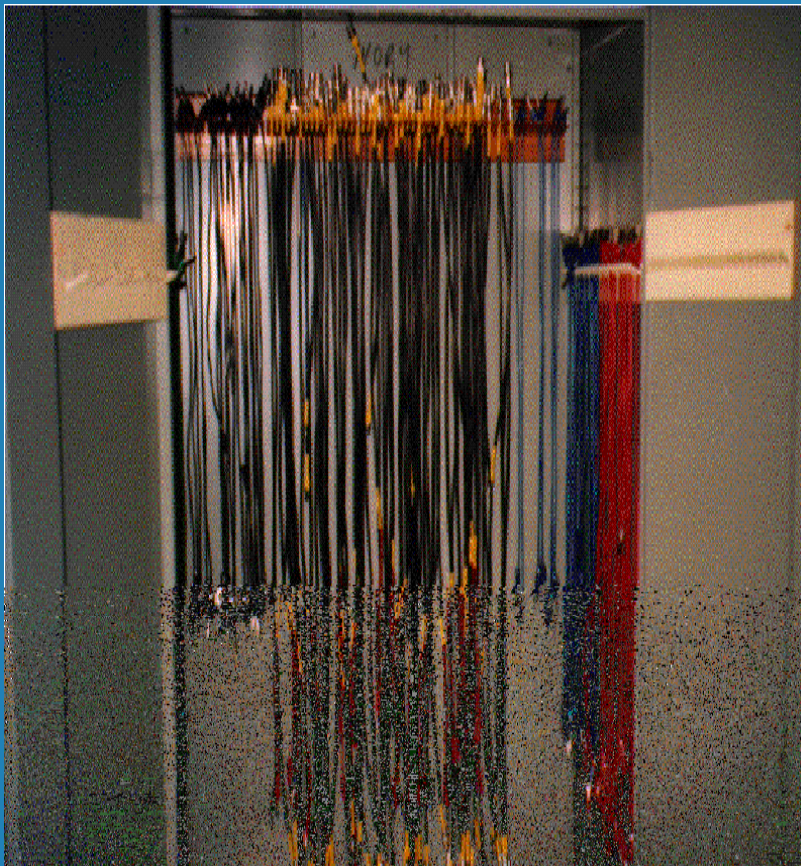
- In English **seiri** stands for “Organization”.
- So what does organization really mean for a company?



Definition of Organization

- Organization means keeping all the necessary things needed for a job separate from the unnecessary.

Example of Organization



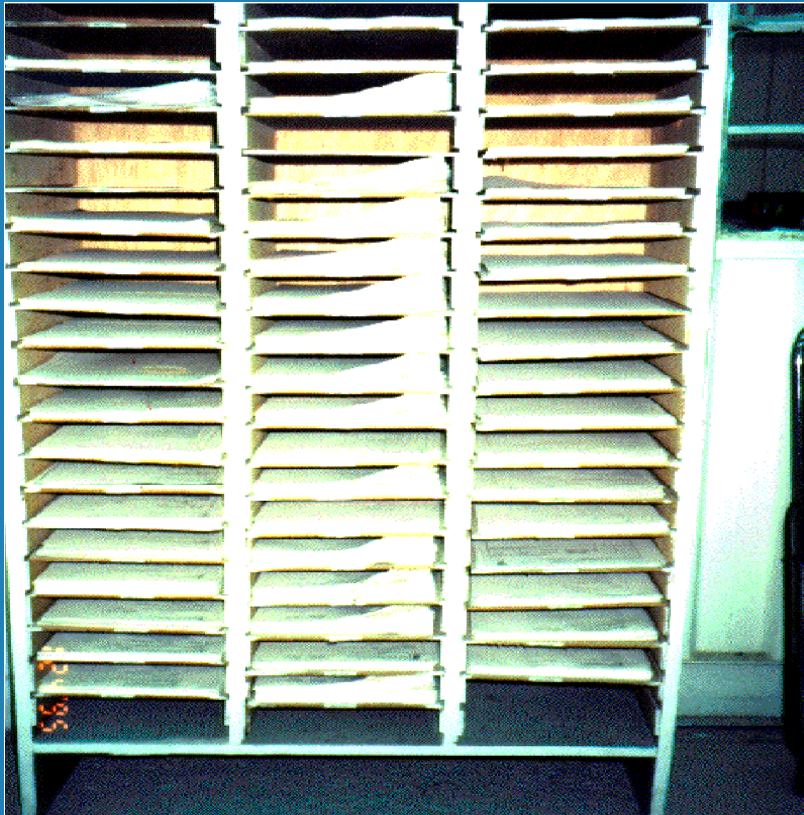
- If parts are stored in an organized manner, employees will know where to find them when needed



SEITON

- In English **seiton** stands for “Neatness”.
- **Neatness** – the study of how fast you can put items away and retrieve them in time of need.

Example of Neatness



- Each employee name is in alphabetical order for easy access.



SEISO

- In English **seiso** means "Cleaning".

...this includes everyone from the head honcho to the janitor.



SEIKETSU

- In English **seiketsu** means “Standardization”.

What exactly are we standardizing?



Standardizing

- We are going to include the the first three S's

Seiri

Seiton

Seiso

As a standard daily practice in our company.



SHITSUKE

- In English **shitsuke** means "Discipline".
- The discipline which is desired is self-discipline. All employees need this to keep the five S's an on going improvement plan.

Underlying Working Principle of the Five S's

- The five S's eliminate wastes.
 - Wastes are potential gains

Where are the wastes in this picture?





Real World Example

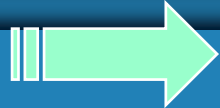
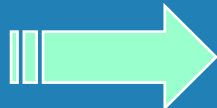
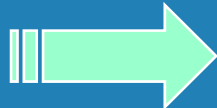
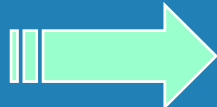
- United Electric of Watertown, MA has implemented this process and has seen real results



Exercise

- What are the benefits of each of the Five S's?

Flow of the Five S's (Review)

SEIRI (org)	Only keeping nec.item	
SEITON (neat)	Everything has its place	
SEISO (clean)	Keeping the Co. clean	
SEIKETSU (standard)	Making 1 st 3S's a daily job	
SHITSUKE (discipline)	Enforcing the Five S's	



In Recap

- Defined the Five S's as a quality tool
- Showed how the Five S's can improve a business' organization



In Recap

- Identified what each 'S' represented in the overall plan
- Showed United Electric's use of the Five S's



Summary

- The Five S's are a great start for any company trying to improve their quality and organization