

Flow

- Where does work wait, and for how long?
- What happens when the next step is not ready to take the work?
- How much work is in progress here, and who decided that amount?
- What do you look for or walk to get that you do not have at hand?
- What is the longest delay you see in a normal day?

NOTES

Gemba walk questions, lean-stack.io/guides/gemba-walk-checklist

Standard work

- Can I see the standard for this task, and does it match what you do?
- How was the standard created, and who can change it?
- What do you do when the standard does not work?

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Safety

- What could hurt someone in this area today?
- Which tasks need extra care, and how is that made clear?
- What near misses have happened recently, and what changed afterwards?

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Quality

- How do you know the work you just did is good?
- What defects or errors are most common here, and where are they caught?
- What do you do when you find a problem?

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Visual management

- Can I tell at a glance whether things are on plan or off plan?
- Who reads the board, and how often is it updated?

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People and improvement

- What is one thing that makes your work harder?
- What improvement have you made or suggested recently?
- What help or training would make your job easier?

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Office

- Where do requests wait, in an inbox, a queue or for a signature?
- How do you know which request to work on next?
- What information do you have to chase before you can start?

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Warehouse

- Where do pickers wait or walk back on themselves?
- How do you know a location is empty before you get there?
- What happens to an order with a missing item?

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