

5S

Basic Manual

for Jenda Health Centre

JICA Volunteer

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What is 5S?

5S is the foundation of all improvements and is the key component of establishing a Visual Workplace. Both are a part of **Kaizen** — a system of continual improvement, which is a component of lean manufacturing.

A 5S program focuses on having visual order, organization, cleanliness and standardization. The results you can expect from a Five S program are: improved profitability, efficiency, service and safety.

The principles underlying a 5S program at first appear to be simple and obvious common sense. However, when implemented in a disciplined manner the above benefits will accrue.

5S Explanation



What exactly does 5S stand for?

1. Sort

Removing all unnecessary items from the workplace

2. Set in order

Creating a specific location for everything

3. Shine

Clean the work area

4. Standardize

Standardize the best practice within the workplace

5. Sustain

Never slip back into the old ways

▼Sort and Set

Before starting, we have to think why sorting and settings are important for the office.

Do you find any reason?

The reason why do we need to sort and set is reduce the time for finding the things which you need or your colleagues need. According from survey and my observation, usually people are wasting their time to find the stuff and this is the reason why you are tired of your job. Also, the patients do not want to go to the hospital because they have already known that they will wait long time.

Also, within the staffs in the office, there are some complains because they do not know where the things are which they need. Some say, "We do not know the place, because someone put wrong place." or "We have never known the place, because here is not our office."

We have to aware the office is for every staff and every patient.

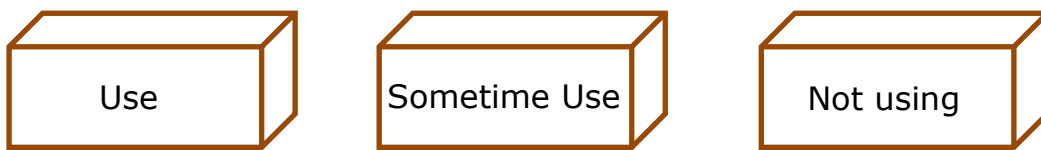
That is why we should start sorting and setting to reduce our stress and as well as patients'.



►How do we sort?

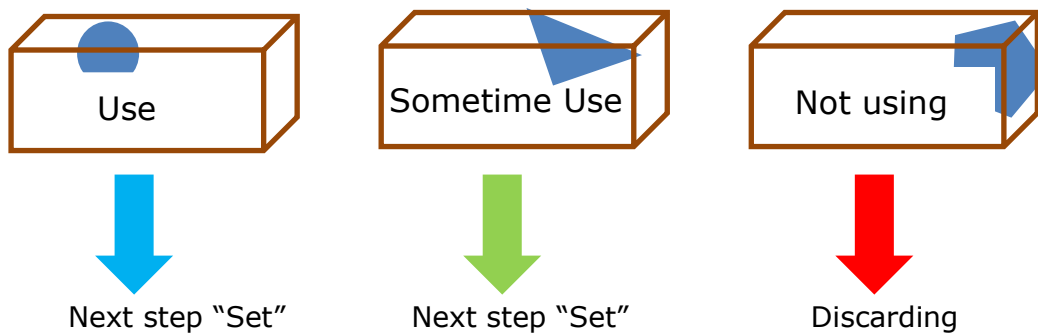
Sorting is clearance all unnecessary items from your office as the previous page mentioned. This page will show how should we know which item is unnecessary or not.

1. Prepare the 3 cartoons. Each boxes put label as **"Use"** **"Sometime Use"** **"Not using"**.



2. Put the all items into these cartoons.

At this time, we should think that how often do we use the items? If it is using less than 1 day per a week, it should be put into the "Sometime Use" box. Also, if there are some posters or leaflets which has already distributed half year ago, or there are a lot of remain, we should put it into the "Sometime Use" box as well.

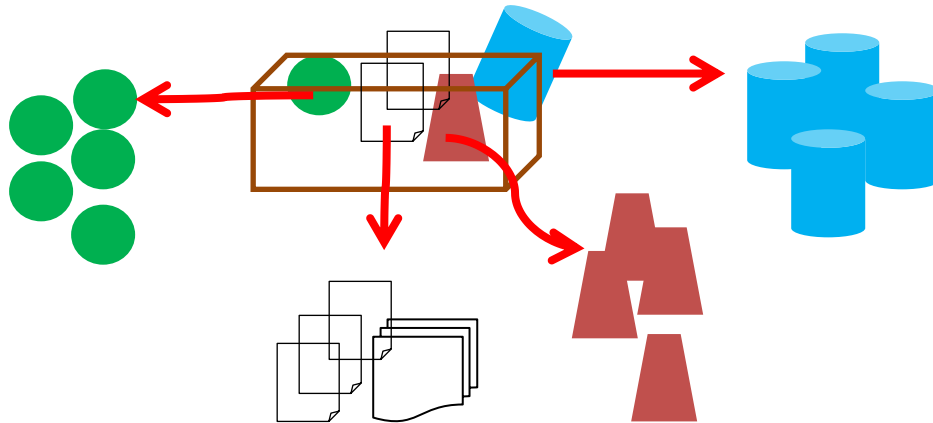


►How do we set?

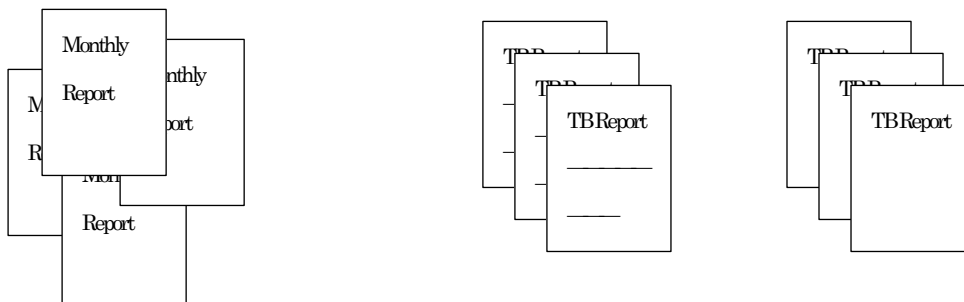
After sorting all of things, we could move on next stage "setting".

Look into the cartoons of "Use". There are a lot of things like report papers, medicines, syringes, leaflets and so on. This time, we have to separate and sort it more detailed.

1. Pull out all of things from "Use" cartoon and separate it each categories.



2. Usually, the papers are full of office, so the papers also need to sort each types of it. Also, as well as you could **separate the blank one and already filled**.

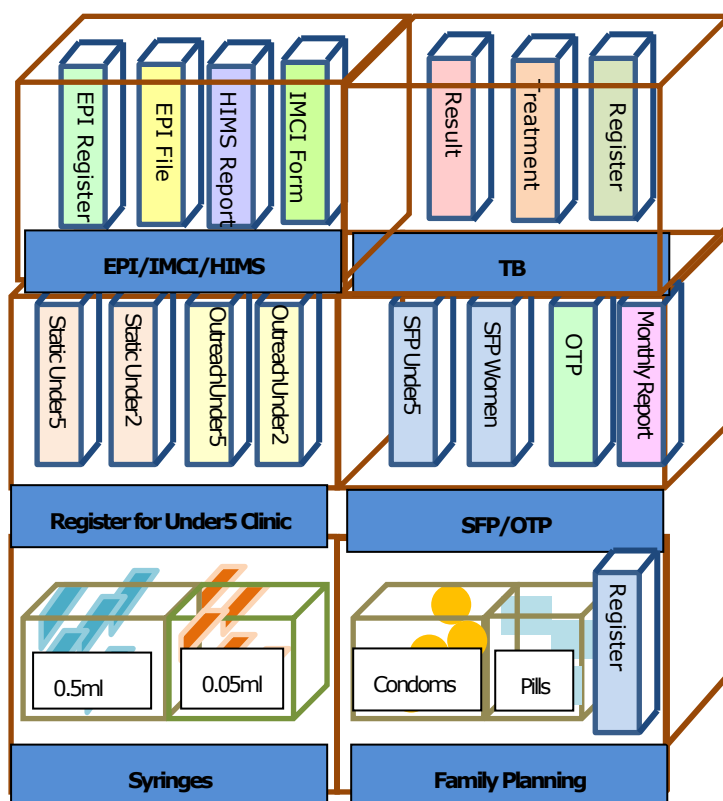


3. After finishing all of separating, we put it into the place where we could find, take and return it easily. It means all of staffs are able to do with the label, so that's why we need to make and put it each box, file and place. **Putting labels mean that it could be decided the origin position where the things are.**

Thus we have to have the common understanding to keep the situation, so that's why during the meeting we have to discuss and recognize it.

Tiny things such as the syringes or medicines should be kept in the containers.

***Example of setting**



*How should we keep the papers into the files?

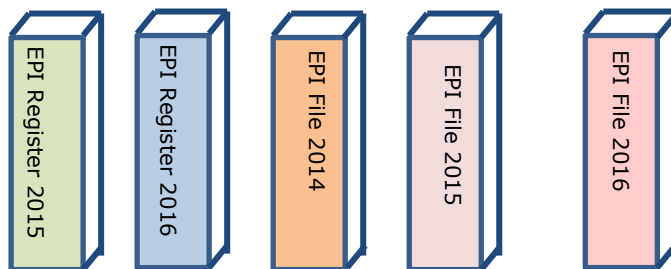
In some offices, there are a lot of papers such as reports, register, and patient's cards and so on. We have to separate those papers into each types of it and always put it specific files, because these papers might be messed in your office easily and if we do not keep it well, it would be troublesome job when you try to clean it up. Thus we have to see below the instruction to do it.

- Sort the blank paper and others each types of the paper

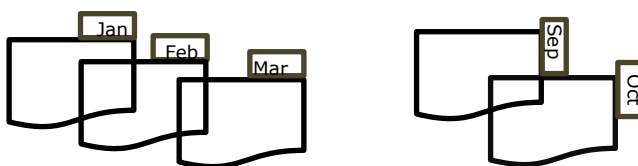


You can put it into the same file or separate the file, you can choose your way. The ordering of the papers should put old month or year from behind. And have to put the files within previous 1 or 2 years ago, then the past one should go to the store room.

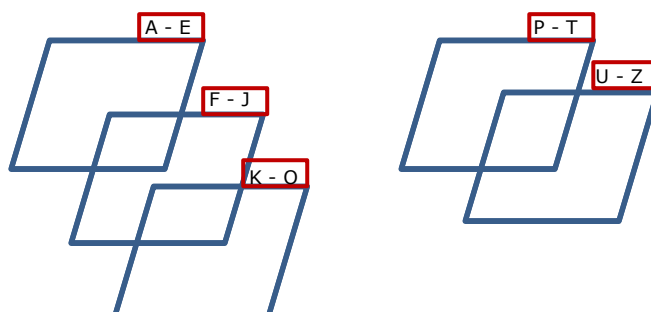
- The better way of filing is separated each a year like below



- If you necessary, you might put tags on the edge of paper each month.



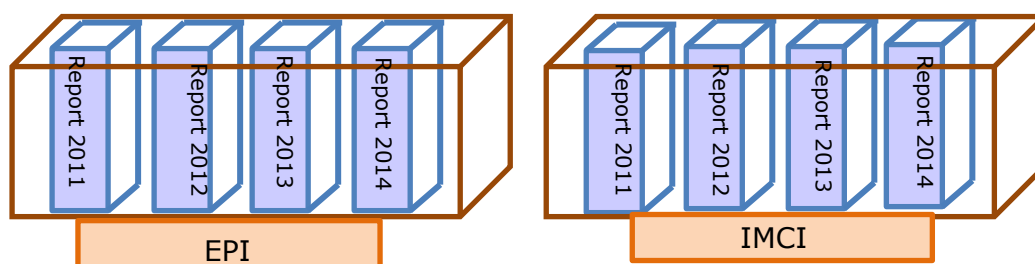
- As well as the registration cards for the patients, you could also put the ordering alphabet to find it easier and quickly.



***How about the cartoons of “Sometime Use”?**

Next, we move to step of the “Sometime Use” cartoons. These cartoons should be gone to the store room, because we may use the things less than 1 day per a week. Then, we have to see it after 1 to 2 months that the things are using or not. If not, it should be discarded. We don’t have to hesitate to do that, because it is unnecessary items in the office. Also we could make tags which we write the date of sorting then we will see how it is going on.

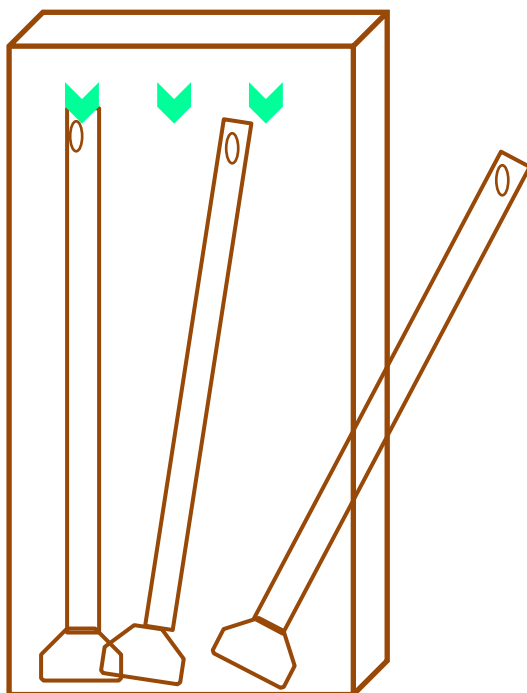
However, we have to keep our files which are including monthly reports or information. We could divide each type of files into the cartoons, so that if we need to see it, easy to find. See the below example.



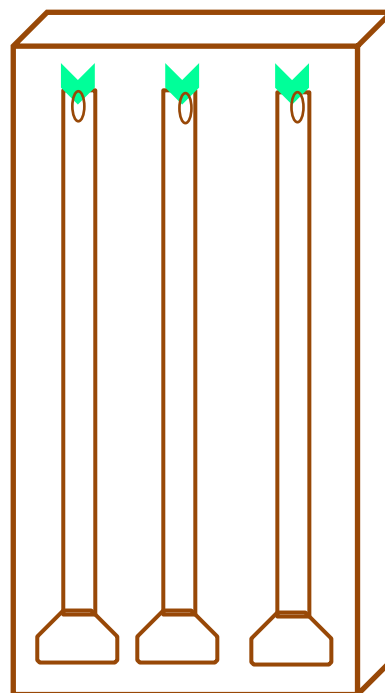
▼ Shine

Shinning is not only cleaning. We have to understand that shinning is to sustain the office, the furniture, the floor and the windows are clean all the time. Also, the equipment and the machines are needed maintenances and cleaning because you could not expect when it would be required to the patients. We have to take care about safekeeping of these cleaning tools.

Bad example



Good example



We might make the list or map for rooster of cleaning. Then we could see when, where and who do it.

▼ Standardize

The importance of standardize activities are visualization. It means that we could make like the standard work manual and rulebook.

“Standardize” means that to prevent the causes of appearance unnecessary things, disordering necessary items and occurrence of dirt.

We have to try to make the situation which is doing 3S (Set, Sort, Shine) should be the same level even though anyone does it.

▼ Sustain

Sustain activities are especially focusing on that the staffs are made a habit of keeping to the regulations. We could say the process of sustaining is like below.



The key of continuously 5S activities are to be as a “culture” in the office. It is not easy, however, have to try involve the all staffs and to understand that if there are no change, it would be no growth.

To keep sustaining, we should try to supervise once a week in whole departments, and supervise should be done by 5S committee.

▼ Conclusion

Have you found the solution of 5S activities through reading this manual? **5S activities are not finished just a day or month, we need to continue to do it.** We have to see it long period of activities. When we start to do 5S activities, we should cooperate all of us, then we could achieve the better office for everyone. And if we continue it, that is exactly what we call KAIZEN activities, because KAIZEN activities are processing of solving problems in the work place.

The beginning of KAIZEN activities are analyzing how do we work, then we find the problems and solutions. The reasons like "busy", "rushing" or "shorthanded" are not reasons, so that's why we should look again our routine work and workflow. If we discuss the problems and solutions, we have to make an action plan of implementation. When we make it, make sure to put **5W1H**.

- Why
- Where
- Who
- When
- What
- How

After implementation and confirmation of the effects, we could move to check it. When we check it, we have to see the continuances.

5S-KAIZEN activities are not limited period activities, so we have to have motivation of it and implement with perseverance.

At the end, when we proceed to doing 5S activities, try to keep a record it, because we should not return to the previous situations.

Hope this manual guide you to do 5S activities better and help you.