

Questions to ask on a Gemba Walk

- 1 What Process is being observed (note this may be the whole process or a step in the process)
- 2 Description of the step being observed
- 3 What customer value is added during this process
- 4 What KPI's are in place to cover this process (are they in tolerance)
- 5 Has a standard been defined to imply correct operation of the process (and is this measured)
- 6 Has the process (or process step) been documented so instructions can be followed?
- 7 Was the documented process followed
- 8 What actions are being taken
- 9 Which personnel are involved with this step
- 10 Who leads the activity
- 11 Are all personnel suitably trained/skilled
- 12 What equipment is used for this activity and was it functioning correctly?
- 13 Does the equipment have the correct capabilities for the step being reviewed
- 14 Is the layout/work area supportive of the process
- 15 Is there sufficient equipment to carry out the process
- 16 What is the targeted process time for this step and was it achieved?
- 17 What barriers to flow are observed?
- 18 How much of the process adds value
- 19 What Queuing time occurs
- 20 How many items are currently queuing
- 21 How many finished items from this process are waiting to be transported to the next step.
- 22 How many items created by the process didn't meet the standards required