

11 STEPS TO CONDUCT AN EFFECTIVE GEMBA WALK

Gemba means “the real place” where work happens. A Gemba Walk helps leaders observe processes directly, understand problems, and identify opportunities for continuous improvement.

1 Prepare Your Team
Explain that the goal is process improvement, not employee evaluation.

2 Define the Objective
Define the process, objective and observation points before the walk.

3 Focus on Processes
Observe and improve workflows, not individual performance.

4 Follow the Value Stream
Identify delays, bottlenecks and waste in the workflow.

5 Ask Open Questions
Understand how the process works and where inefficiencies occur.

6 Document Observations
Record problems and improvement opportunities.

7 Walk as a Team
Use different perspectives to gain better insights.

8 Observe Before Improving
Understand the process before proposing solutions.

9 Vary the Timing
Observe processes at different times of the day.

10 Discuss Findings
Share observations and improvement ideas with employees.

11 Return to the Gemba
Verify improvements and sustain results.