Rick Bray’s project was to reduce the time wasted in performing maintenance.

As an Electrician, he finds that a huge amount of his time is spent going to the worksite to determine what will be needed for the job (tools, parts, equipment, resources). Often, something as simple as the height of the ceiling can mean that he has to return to the shop to pick up the right size ladder for the specific room where the job needs to be done.

He has recommended the following:
- Add these items to the work order. In order to simplify this, a data collection form will be created and will form part of each work order. This will enable FS team members to collect data on important information for the work site, such as ceiling height, tools, type of parts, and any other relevant information that will be helpful in completing the work order. This data will then be added to the TMA Work Order system - and will be available to the worker the next time the same job is required.
- Consider creating satellite storage areas for some spare parts.
- Consider maintainability when designing facilities.
- Standardize equipment as much as possible.

The Senior Leadership Team strongly supported the implementation of the recommendations. Gerry Lopez and Irinel Filip will join Rick’s team to help finalize and implement the new process.

They’re going to select one building on the main campus for which to pilot their improvement ideas. This will enable them to test their approach, work out any bugs, and identify any further improvements - before finalizing the new process and deploying it across the entire university.

Kaizen provides one simple principle: Look at how things can be improved, improve them, and then improve them again and again.

Some Kaizen tools include:
- 5S - A system for achieving facility-wide organization and cleanliness.
- Kanban - Reduce wasted time by ensuring that spare parts are available where and when you need them.
- Process Simplification - Streamline work and enable people to focus on the job.
- Automation - Identify activities that can be automated to make work easier.
- TPM - Reduce downtime and increase overall productivity through Total Productive Maintenance (TPM).

Kaizen is all about action. Action to generate suggestions for improvement. Action to implement those suggestions immediately.