

# SW – Standard Work Kaizen Event

## Hospitality Sector - Housekeeping Department

Excess Motion for room cleaning

### Before Kaizen

- Excessive motion to complete the task for housekeeper, housemen and supervisors.
- Too much variation across all positions to clean the rooms
- Poor sequence of task causes capacity constraints that lead to rushed work and inaccuracy.
- No metrics in place to measure process accuracy and timeliness.



Removed the waste for room cleaning



### After Kaizen

- Eliminated or reduced the waste to gain productivity – 23% increase in productivity!
- Sequenced the work task to level load the work and avoid capacity constraints.
- Reduced the number of trips to the cart by 60%!
- Created new visual SOP for the housekeepers, houseman and supervisors.
- Created new training plan for all employees for new processes.
- Create KPIs (Key performance indicators) with a process to review countermeasures daily

**Created new standardized process allowing the hotel to turn 100% of the rooms in one shift. That will save \$75,000 annually !**