



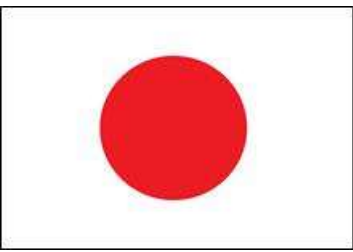
Africa KAIZEN Annual Conference 2018

Durban, South Africa

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KAIZEN Experience in Cameroon



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CEO KAIZEN CONSULTING & SERVICES
Senior Consultant



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1. Profile of KAIZEN CONSULTING & SERVICES

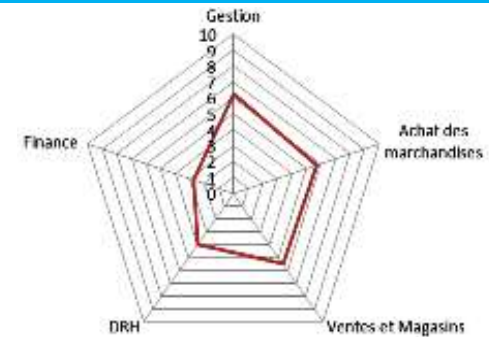
Company Name	KAIZEN CONSULTING & SERVICES
Date of establishment	January 2017
CEO	Isidore KEMAWOU FOTABONG Senior Consultant More than 3200 hours of practice of KAIZEN isidore.fotabong@kaizenexpertise.com
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2. Services of KAIZEN CONSULTING & SERVICES

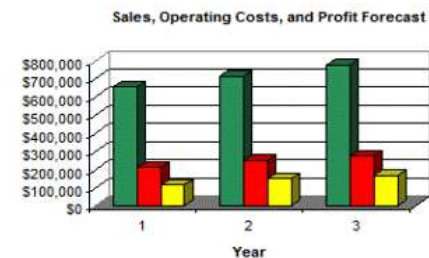
1. KAIZEN



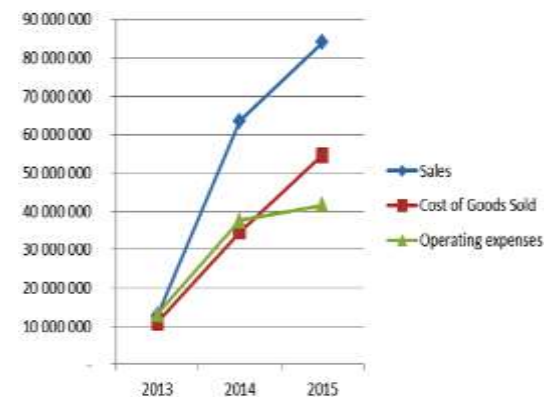
2. SHINDAN /DIAGNOSIS



3. Business Plan



4. Financial Analysis



3. KAIZEN activities for various sectors in 7 regions

Nearly 50 SMEs from several sectors of industries:

- Building and Public Works;
- Services (hotels, hospitals, ...);
- Wood processing;
- Agri-food processing;
- Metal transformation;
- General trade (hardware store, ...);
- Other manufacturing industries (textiles, cosmetics, paper, ...);



4. KAIZEN activities carried out for AFD, GIZ and UNDP

AFD

FEB. and MARCH 2017: An article on KAIZEN has been published on the website of the French Embassy. The French ambassador visited 3 SMEs that implemented KAIZEN in Bafoussam.



GIZ

JAN 2017: Implementation of 5S / KAIZEN in the offices of the regional GIZ in Yaoundé.



PNUD

February 2018: Training of 30 Young Refugees from KOUSSERI (Far North Cameroon) in entrepreneurship through the 5S / KAIZEN approach.



*Au service
des peuples
et des nations*

5. KAIZEN activities by APME after the KAIZEN Project

October and November 2017:

The 5S / KAIZEN is implemented in **60 SMEs** in 08 regions, **100% financed** by the Republic of Cameroon.



6. Other activities after the KAIZEN Project

Organization of seminars on KAIZEN

Group of business leaders



Incubators and start-ups



Other people interested in KAIZEN



7. KAIZEN promotion after the KAIZEN project

- **Participation in seminars** and other events bringing together business leaders;
- **Training offered free** to young people: Incubators, Churches, ...
- **Internet publication** of our activities (www.kaizenexpertise.com);
- **Radio and TV interview** to talk about KAIZEN.



8. Difficulties and propositions of solutions

Difficulties

- Lack of **vision** in almost 90% of companies;
- **Self-centered** management on promoters;
- **Unavailability** of business leaders;
- Mentalities and attitudes **resistant to change**;
- **Instability** of human resources.

Draft solutions

- ✓ Put a special emphasis on the involvement and **training of managers**;
- ✓ Put in place a **post-training monitoring** mechanism;
- ✓ Focus on the **positive attitude**.

9. Some observations (1)

- Almost all the companies that benefited from KAIZEN are convinced of the **positive impact of KAIZEN on quality and productivity**;
- KAIZEN is perceived as being **less expensive** and producing **spectacular results**;
- The ability of consultants to “**hands on training**” and set up **quality committees** is a key factor in the **success and continuity** of KAIZEN's activities.

9. Some observations (2)

- The most **effective advertising** is done by business leaders who have experienced KAIZEN;
- Almost all companies that implement KAIZEN want a KAIZEN certificate;
- Multinational companies consider **ISO certification** as a guarantee of **quality and competitiveness** of their **subcontracting** companies.

10. Recommendations (1)

- **Start the 2nd phase of the Cameroon KAIZEN project to:**
 - Train more consultants;
 - Allow more companies to discover KAIZEN.
- **Promote more KAIZEN on medias.**
- **Strengthen the capacity** of private consultants on:
 - Industrial engineering;
 - Marketing;
 - Financial analysis;
 - Support techniques for start-ups.
- Establish a **certification system for consultants** at the African scale.

10. Recommendations (2)

- Set up a **certification system** for companies with KAIZEN best practices;
- Involve Cameroonian Private Consultants in the **dissemination of KAIZEN in the countries** (Anglophone and Francophone) of sub-Saharan Africa;
- Create a **platform for sharing** and exchanging experiences of KAIZEN practitioners in Africa;
- **Generalize** the practice of **training private consultants**;
- Encourage the **creation and promotion of private KAIZEN service** delivery companies.

THANK YOU

MERCI BEAUCOUP

ARIGATO GOZAIMASU