

GEMBA WALK WORKSHEET TEMPLATE

INTERVIEWER	INTERVIEWEE	DATE
STEP NUMBER	STEP NAME	Include pictures of the interviewees and the space.

QUESTIONS	DATA	COMMENTS
1	How many people work on this step? How many people are shared resources and work elsewhere, too?	
2	What % of the time do people have available to work on this step?	
3	How long from the time work is available to you until it is passed to the next step?	
4	How long would it take to complete this activity if you could work on it without being interrupted or without waiting?	
5	What % of units received at this step are complete and accurate?	
6	How many units are waiting to be worked on right now? Is that normal? How old is oldest job in the queue?	
7	Do you have to set-up anything (equipment, etc.) before doing this step? If so, how long does that take?	
8	What system is being used for this step? How do you track needed information (reports, spreadsheets, etc.)?	
9	Batching: Is work "bundled" before moving to the next department? If so, how many units move to the next step at a time?	
10	What issues or barriers to flow make this step painful or time-consuming?	

OBSERVATIONS	POTENTIAL OPPORTUNITIES	POTENTIAL SOLUTIONS

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