

Talking Improvement

The Improvement Cymru Podcast

Episode: The Toyota Way

Host: Sarah Patmore

Guest: Nick Pearn

In this episode, Sarah Patmore, and Nick Pearn, Principle Specialist at the Toyota Lean Management Centre sat down to discuss working together on various improvement projects, with a particular focus on improving process efficiency of lab tests during the height of Covid-19. Nick talked to us about the work Toyota Lean Management Centre do and how lean principles at the heart of the Toyota Way can help address challenges being faced by NHS Wales. Nick said, 'We learned quite early on that one of the principles that Toyota stands very firmly behind is a desire to contribute to society. And when we've asked how we can do that, we've come up with little better option than working with health services.'

'Genchi Genbutsu' / 'Gemba walk' = Go Look - Go See - (and understand).

The Toyota Lean Management Centre offers services including **lean training**, **diagnostics** and **coaching**.

To find out more about the Toyota Lean Management Centre's approach:

www.tlmc.toyotauk.com/our-approach

To learn more about the Toyota Production System and the Toyota Way, visit

www.tlmc.toyotauk.com.

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