

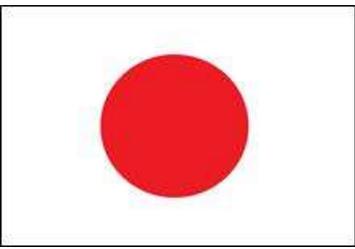


# Africa KAIZEN Annual Conference 2018

Durban, South Africa  
July 2, 2018



## KAIZEN Experience in Cameroon



Presented by: **Isidore KEMAWOU FOTABONG**  
*CEO KAIZEN CONSULTING & SERVICES*  
*Senior Consultant*



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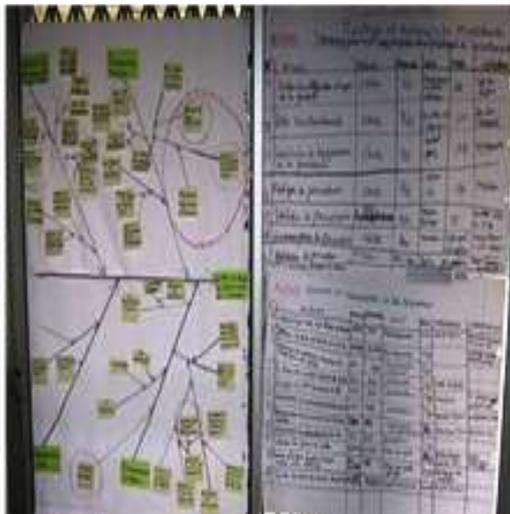
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# 1. Profile of KAIZEN CONSULTING & SERVICES

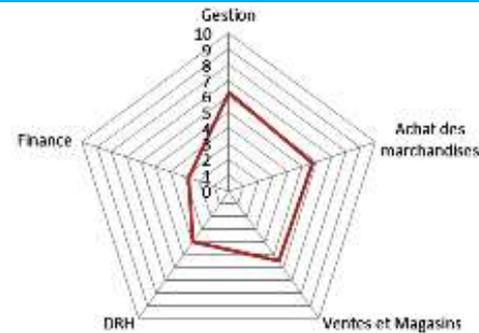
<b>Company Name</b>	KAIZEN CONSULTING & SERVICES
<b>Date of establishment</b>	January 2017
<b>CEO</b>	Isidore KEMAWOU FOTABONG Senior Consultant More than 3200 hours of practice of KAIZEN <a href="mailto:isidore.fotabong@kaizenexpertise.com">isidore.fotabong@kaizenexpertise.com</a>
<b>Number of permanent employees</b>	03 (01 Female and 02 Men)
<b>Address</b>	Douala-Carrefour BP Cité PB 8161 Douala
<b>Phone</b>	(237) 677 59 26 27 / 691 33 80 33
<b>E-mail</b>	<a href="mailto:infos@kaizenexpertise.com">infos@kaizenexpertise.com</a>
<b>Web site</b>	<a href="http://www.kaizenexpertise.com">www.kaizenexpertise.com</a>

# 2. Services of KAIZEN CONSULTING & SERVICES

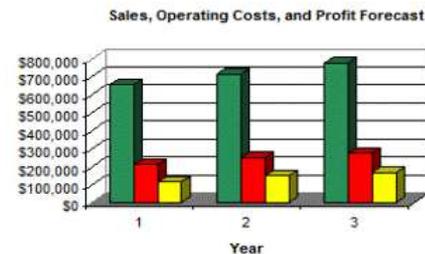
## 1. KAIZEN



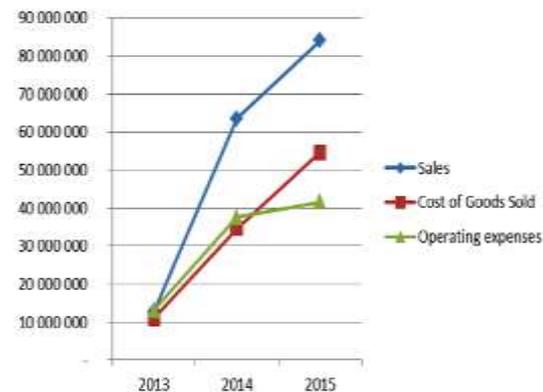
## 2. SHINDAN /DIAGNOSIS



## 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](http://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**