SOP: Continuous Improvement (Kaizen) Suggestion Submission and Review

This SOP details the **continuous improvement (Kaizen) suggestion submission and review** process, encompassing the methods for employees to submit improvement ideas, criteria for evaluating suggestions, steps for reviewing and approving proposals, implementation protocols, and feedback mechanisms. The goal is to foster a culture of ongoing enhancement by encouraging active participation, streamlining review procedures, and ensuring timely execution of effective improvements that boost organizational efficiency and quality.

1. Purpose

To establish a systematic approach for employees to submit, review, and implement continuous improvement ideas to promote organizational efficiency and excellence.

2. Scope

This SOP applies to all employees and management involved in proposing, evaluating, reviewing, approving, and implementing Kaizen suggestions.

3. Responsibilities

Role	Responsibilities
All Employees	Submit suggestions, participate in improvement activities, and assist in implementation as needed.
Department Supervisors/Managers	Review and assess suggestions, facilitate discussion, and assign resources for approved suggestions.
Kaizen Review Committee	Evaluate complex/high-impact suggestions, ensure fair review, track implementation status.
HR/Continuous Improvement Lead	Oversee SOP adherence, provide training, and coordinate recognition programs.

4. Procedure

1. **Suggestion Submission**
   - Employees complete the Kaizen Suggestion Form (digital or paper) with the following details:
     - Name (optional for anonymous submission)
     - Current process/problem
     - Suggested improvement
     - Expected benefits (quality, efficiency, cost, safety, etc.)
   - Form is submitted via designated drop box, email, or Kaizen portal.
2. **Initial Review**
   - Supervisor/Manager conducts initial screening for completeness and relevance within 3 business days.
   - Suggestions are logged and acknowledged upon receipt.
3. **Evaluation Criteria**
   - Alignment with organizational values/goals
   - Feasibility & resource requirements
   - Potential impact (efficiency, quality, safety, cost, etc.)
   - Risks and dependencies
4. **Review & Approval Process**
   - **Simple/Low-impact Suggestions:**
     - Reviewed and approved by Department Manager.
     - Implementation delegated to relevant team.
   - **Complex/High-impact Suggestions:**
     - Escalated to Kaizen Review Committee for detailed assessment.
     - Action plan developed with responsible persons and timeline.
5. **Implementation**
   - Assigned team executes approved suggestion.
   - Progress tracked and support provided as needed.
6. **Feedback & Recognition**

- Originator notified of outcome and implementation progress.
- Implemented suggestions communicated to the organization.
- Recognition provided to contributors (e.g., certificates, awards).
7. **Continuous Tracking & Review**
   - Monthly/quarterly review meetings to assess outcomes and share learnings.
   - Review process effectiveness and update SOP as needed.

5. Records

- Kaizen Suggestion Forms
- Review and approval logs
- Implementation action plans
- Feedback and recognition records

6. Related Documents

- Kaizen Suggestion Form Template
- Continuous Improvement Policy
- Recognition and Reward Program Guidelines

7. Revision History

Version	Date	Description	Author
1.0	2024-06-01	Initial release	Continuous Improvement Team