

ARTICLE RELEASE

Phoenix, Arizona, USA, September 25-26, 2023



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BUILDING A CONTINUOUS IMPROVEMENT MINDSET: AN IMPACTFUL EVENT WITH BOYS & GIRLS CLUBS OF THE VALLEY

Establishing KAIZEN™ for the Betterment of Children and Teens

This event with Boys & Girls Clubs of the Valley (BGCAZ) took place in Phoenix, Arizona on 25-26 September 2023. Vera Adam, KAF CIA Volunteer from Kaizen Institute Ltd., led the event and conducted workshops for nine participants from the organization, including Marcia Mintz, President and CEO of BGCAZ.

BGCAZ is an organization based in Arizona, USA. By providing families with affordable childcare, especially those who need it most, they empower children and teens and prepare them for adulthood. As an ever-growing organization with 31 clubs, BGCAZ is the largest childcare provider in Arizona. Their recent merger of two organizations led to one strong organization, but it also increased administrative challenges to align processes across all clubs.

“Vera Adam with the Kaizen Institute guided a collaborative team of Boys & Girls Clubs of the Valley employees through our property management process. The activity brought awareness of Muda in our process. Ms. Adam’s guidance allowed the team to identify how an improved process can provide increased resources to the members we serve. Along the way, our team learned techniques and tools that are applicable to all areas of our organization allowing us to add value to the members we serve.”

Doug Kremer, Director of Evaluation and Impact of BGCAZ



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Marking Objectives

There were two main objectives for this event. To create an accountable system that tracks electronic equipment across all clubs and a baseline connecting funds and grants to improve reporting and planning.

Event Plan and Execution

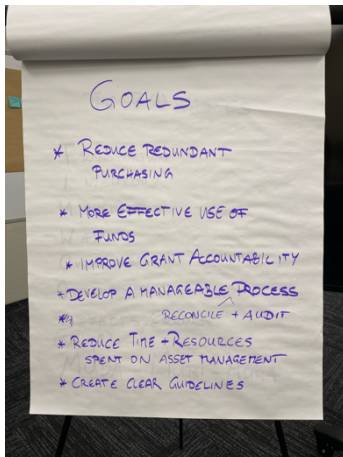
Two key phases of the event helped BGCAZ's team achieve these goals.

KAIZEN™ Foundations Training

This workshop introduced the basics of KAIZEN™ to help establish the continuous improvement mindset. This included KAIZEN™ principles and tools such as Muda, meaning 'waste', and visual management.

Process Mapping

Using process mapping as a structured approach helped define gaps in processes and improve the group's focus on valuable aspects of their organization.



Testimony

"The KAIZEN™ / KAF CIA workshop was a wonderful experience for our cross functional team to improve communication and workflow for our organization. It opened many possibilities for future improvements to help us better serve our Club members and simplify processes for our staff."

Marcia Mintz, President and CEO of BGCAZ

Voicing gaps and setting goals for the workshop.



Learning the power of standardized processes through a KAIZEN™ game.

EVENT SUMMARY



In two days, the BGCAZ team successfully learned and applied KAIZEN™ methodology throughout various processes and daily interactions. Creating a common understanding of needs and responsibilities across clubs and departments created space for structured problem solving and quick solutions. A new visible baseline and process for electronic equipment reduced costs and improved planning capabilities.

Observing the current situation and identifying room for improvement brought successful results for BGCAZ. By optimizing administrative processes and minimizing search times, club staff can spend more time with the children. The team's continuous improvement mindset presented when streamlining the electronics' management process. Their new mindset, tools, and motivation are being carried forward throughout various clubs and locations, improving processes and standards throughout the entire organization.

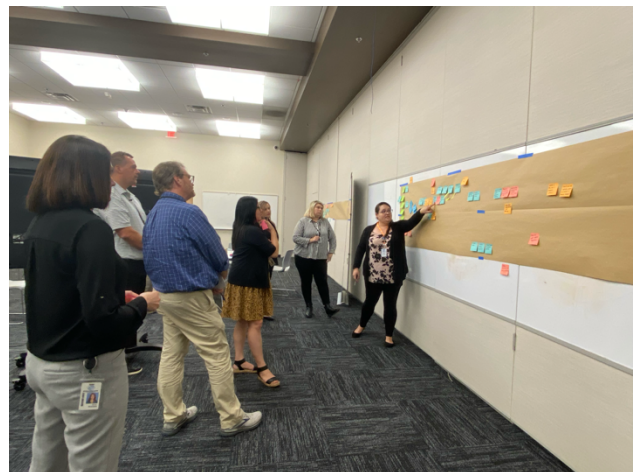
“The club and its staff and members are creating a valuable and meaningful difference to the challenges of today's society. Volunteering with this team of enthusiastic and dedicated members of BGCAZ has been an exciting and fulfilling experience. I am proud and grateful for the opportunity to support on behalf of KAF CIA.”

Vera Adam, KAF CIA Volunteer

Future Collaborations with Other NGOs

Our collaboration with BGCAZ showcases the ability of KAIZEN™ to make quick and simple improvements that make a lasting impact. This holds great potential for any type of organization to leave an even greater influence for their teams and communities.

For more details or collaboration inquiries, please contact kafcia@kafcia.org.



The BGCAZ team begins mapping out tasks and subtasks.



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