

General Gemba Walk Questionnaire and Checklist

Location:	Contact:	Date:	Time:	Observer:
Process Name/ Description:			Customer Served:	

Question:	Response:	Waste Detected? Description:
1. Is there an established, transparent and documented standard process for completing this activity? Can you show me?		
2. How well understood is the standard process to those doing the work? How do you measure your understanding? Can you show me?		
3. Are the standard procedures being consistently followed? If yes, can you show me how you know? If no, can you show me the alternate process?		
4. If the process is not being followed to standard, why do you think this is?		
5. Have you ever raised concerns about this process?		
6. Do you feel your voice was valued when you raised concerns about this process?		
7. What can we do to improve the current condition?		
8. Can you identify other people who may be impacted by this process?		
9. Do you have access to coaching to help you perform the process to standard?		
10. Did you feel heard during this Gemba process?		
11. Would you invite another opportunity to talk about this process or others based on this Gemba?		

Notes: