

PARTICIPATION AND EMPOWERMENT AMONG LEAN PROJECT PARTICIPANTS

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LEAN is a business strategy that is based on satisfying the customer by delivering quality products and services that are just what the customer needs when the customer needs them in the amount required at the right price, while using the minimum of materials, equipment, space, labor, and time. The LEAN process at JRU started in 2010. Three LEAN projects have been completed, and three were being implemented at the time of this study.

A survey was conducted to measure the degree of participation, empowerment, satisfaction and perceptions of LEAN Project participants in Jose Rizal University. The results showed that most of the respondents participated a great deal in the first three steps of the LEAN process and a moderate degree in the last two steps of the process. Most respondents perceived that JRU was progressing rapidly in its sustainability in LEAN Projects. Participants felt that the factors which would strongly encourage LEAN participation included: customer feedback, interdepartmental relationships, employee recognition and experiences. Respondents strongly agreed that they were empowered and were generally satisfied with their LEAN experiences. However, the respondents suggested that in order to improve the LEAN Projects, it would be better to schedule the sessions outside of class hours and provide more training for the respondents.