

GEMBA WALK

DON'TS

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INTRODUCTION

WE MUST GO TO THE GEMBA AND WALK, BUT THERE ARE THINGS WE MUST NOT DO AND WAYS WE MUST NOT GO. THESE ARE **DON'TS**. WHAT FOLLOWS ARE 6 DON'TS DIRECTED TOWARD LEADERS. REVIEW AND ADD YOUR OWN. WHAT ELSE IS A DON'T IN GOING TO THE GEMBA? LET'S GO THE GEMBA AND WALK THE RIGHT WAY.

--TOM CURTIS 2011

DON'T

DON'T

COME PREOCCUPIED

COME TO THE GEMBA TO BE IN THE GEMBA. BE PRESENT IN THE NOW. IF WE WILL BE PRESENT WE WILL BE OBSERVANT, SEE MORE, AND ASK BETTER QUESTIONS. TO COME PREOCCUPIED IS DANGEROUS IN 3 WAYS:

1. PHYSICALLY
2. IT SENDS A MESSAGE ABOUT THE GEMBA NOT BEING IMPORTANT.
3. WE MISS THINGS.

DON'T COME PREOCCUPIED.

DON'T

COME HAVING
ALREADY DECIDED

IF WE ALREADY KNOW THE ANSWER WHY GO TO THE GEMBA? THIS IS THE WRONG QUESTION. WE GO TO THE GEMBA TO SEE FOR OURSELVES, TO GATHER THE INFORMATION WE NEED, AND UNDERSTAND HOW THOSE WHO DO THE WORK SEE THINGS. IF WE HAVE ALREADY DECIDED BEFORE WE COME WE WILL NOT GET THOSE CRUCIAL ITEMS. DON'T COME HAVING ALREADY DECIDED.

DON'T

COME TO LECTURE

COME TO SEE. COME TO EXPERIENCE.
COME TO LEARN. COME TO EXPLORE.
COME TO WATCH. COME TO THINK. COME
TO QUESTION. COME TO UNDERSTAND.
COME AND ASK QUESTIONS. COME AND
TRY IT OUT. COME AND SHADOW. COME
AND COME AND COME AGAIN, BUT...

DON'T COME TO LECTURE.

DON'T

COME TO GET IT
OFF THE LIST

THIS IS NOT JUST SOMETHING TO DO
BECAUSE WE HAVE TO. THIS IS NOT
SOMETHING TO GET OUT OF THE WAY. WE
NEED TO UNDERSTAND WHY WE SHOULD
BE THERE OFTEN, WHAT WE SHOULD DO
THERE, AND MAKE IT A PRIORITY. IF WE
DO THOSE THINGS WE WILL FIND THE
BENEFITS AND INSIGHT THAT COME FROM
GOING WITH THE PROPER ATTITUDE.
DON'T COME TO GET IT OFF THE LIST.

DON'T

COME HOLDING
YOUR NOSE

GOING TO THE GEMBA IS NOT AN ONEROUS JOB. THIS IS NOT LIKE TAKING OUT THE TRASH. WE MUST NEVER SEE THE GEMBA AS BELOW US. IT IS WHERE VALUE IS CREATED. IT IS WHERE OUR PARTERS IN VALUE CREATION WORK AND CREATE. WE NEED TO GO TO THE GEMBA WITH THE HUMILITY REQUIRED TO LEARN AND RESPECT IT DESERVES.

DON'T COME HOLDING YOUR NOSE.

DON'T

COME LIKE A WOLF

THOSE TO BE VISITED ARE NOT LUNCH.

THEY ARE PEOPLE WHO GENERALLY WORK HARD AND TRY TO DO THE BEST

THEY CAN. WOLVES ARE USUALLY FOUGHT OFF AND CHASED AWAY AS

SURVIVAL INSTINCTS OF THE THREATENED KICK IN. IF YOU SHOW YOUR TEETH BE PREPARED TO WASTE YOUR TIME AND THOSE YOU VISIT.

DON'T COME AS A WOLF.