

5S-KAIZEN-TQM NEWSLETTER

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WRITTEN BY RAPHAEL LAWRENCE PIRINGU,
EDITED BY NOVAHWA MUKWA**



Agnes Matimba SRN, Cholera Coordinator Male Acute Ward

► **Comments:** "The training of 5s, Kaizen, respectively, made me fully understand the concept. I enjoyed it very much and this will help me to improve my personal activities and the ward I am working in now. As a Cholera coordinator, this will help me improve in the preparedness since I have learnt that quality is a continuous process. If management can plan and budget to train the whole hospital, we shall be doing same things together as a team. Despite being all oriented, we need the trainings to deeply understand. The training was excellent." She was an HSA, upgraded as NMT now SRN.



► **Comments:** Picture, on top shows some of the staff from laundry, pharmacy, Kitchen and Female ward B after finishing the three days training in 5S, ready to start implementing their activities using the action plans developed.



The second picture shows some of the officers from Administration, paying ward and Female ward A doing some group discussions during the training of KAIZEN. Both teams presented their action plans to the QIST and the Hospital Management for follow ups.

The best performing ward will be receiving one million kwacha, the second seven hundred thousand kwacha and the third five hundred thousand to use in implementing their small KAIZEN activities within the departments to improve QI services. The funds are from the paying ward services.

Capacity Building and Learning Visits, Strengthen Performances as Part of KAIZEN, in Achieving Total Quality Management at a Workplace

During the period from July to September 2026, we were actively engaged in implementing the annual work plan. We conducted ICD-11 training for all clinicians, doctors, nurses, data clerks, and IT officers to improve the quality of our data in accordance with WHO standards. We also conducted KAIZEN training for administrative staff, the Paying Ward, and Female Ward A, following their successful completion of the 5S activities implemented over a period of 12 months.

We also conducted 5S training for the best-performing departments, namely the Laundry, Kitchen, Pharmacy, and Female Ward B. Subsequently, we conducted a review of the policies formulated in 2025 to identify areas for improvement and enhance the performance of key indicators. Firefighting training and practical exercises were also conducted as part of the facility's risk management activities.

Furthermore, we conducted customer care training following the results of the patient and staff satisfaction surveys that were also conducted. All these activities were funded through the ORT planned activities for the 2026–2027 period.

Members conducted departmental learning visits, during which the Paying Ward visited St John of God Hospital to learn about customer care services. Supportive supervision was also conducted in the Central Region, including the provision of psychotropic drugs to the districts. Patients who had overstayed in the wards were escorted back to their respective homes, including patients from Mozambique.

QIST also received visitors from CMST for a learning visit. Finally, preparations were made for the External Quality Improvement (QI) Assessors' visit and World Mental Health Day, which will take place next month.



The picture on top is a practical session during the ICD-11 three days training conducted using ORT funds. This has improved data performance for the hospital, and aligned with the WHO International Standards.



The second picture shows health workers in a joint general cleaning exercise conducted every Friday morning. We always agree to work together at a site. This has improved our working relationship and our environment is clean all the time.