



# 5-“S” Certification



## **National Productivity Council**

(Under Ministry of Commerce & Industry, Govt of India)

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# 1.0 Introduction

5 'S' has Japanese roots, which is focused on fostering and sustaining high quality housekeeping and waste control. 5S as detailed in table-1 is fundamental to productivity improvement. 5S is a time tested and proven approach (in fact a stepping stone) to achieving World Class Quality status. The physical environment determines one's behaviour. On the other hand, a similar behavioral pattern among group of people defines culture. Thus, there is a strong link between culture and physical environment.

**Table 1 : 5 S Terminology**

| <b>5 S</b> | <b>Original Japanese</b> | <b>Meaning in English</b>   |
|------------|--------------------------|---|
| 1 S        | <i>Seiri</i>             | Sort out unnecessary items in the workplace and discard them  |
| 2 S        | <i>Seiton</i>            | Arrange necessary items in good order so that they can be easily picked for use. <ul style="list-style-type: none"><li>• A place for everything</li><li>• Everything in its place</li></ul> |
| 3 S        | <i>Seiso</i>             | Clean your workplace completely so that there is no dust on floor, machine and equipment.   |
| 4 S        | <i>Seiketsu</i>          | Maintain high standard of housekeeping and work place organization at all times.  |
| 5 S        | <i>Shitsuke</i>          | Train people to follow good housekeeping disciplines autonomously.  |

Extrapolating, one can find a strong link between physical environment at the workplace and productivity as a good housekeeping practices, which in turn will have a good foundation for higher productivity, higher quality, reduced costs, greater safety and higher employee morale. In contrast, poor housekeeping practices can lead to disastrous outcomes like industrial accidents, high labour turnover, high defect level and the eventual loss of clients.

A 5S driven workplace enhances productivity and competitiveness and fosters a productivity culture through a continual process of identifying, reducing and eliminating waste. The 5S concept is easy for everyone to understand as it does not involve understanding of difficult terminologies. It is simple, driven by logic and natural to human behavior.

A well planned 5 S approach brings about many tangible benefits by itself. It also provides a solid foundation and environment for introducing more advanced management technologies such as QC Circles, Basic Industrial Engineering, Just-in Time Production, Total Quality Control. Total Productive Maintenance and so on.

5S can be practiced by any company in any type of business viz. manufacturing, commercial organizations, offices, service organization, educational institutions, private and public organization of any size etc.

## **2.0 Benefits observed at companies practicing 5S**

### **□ Employees**

- Disciplined and more aware of untidy workplaces and motivated to improve the level of cleanliness.
- Greater team spirit and co-operation built up through involvement of all within an organization & low employee turnover.
- Disciplined to follow safer and better ways of work resulting in lesser risks to accidents.
- Became more conscious of improvement & gave increased number of suggestions which lead to greater efficiency and effectiveness.

### **□ Machines and Tools**

- Machine related problems identified at an early stage to prevent a major breakdown later.
- Daily cleaning of measuring instruments ensuring accuracy and reliability.
- Life of machines and tools extended significantly as they are being handled with care and placed in the designated locations.

□ **Materials and Work In Progress**

- Flow of materials and work in progress became smoother.
- Organized Floor space and areas of improvement could be easily identified by quick observation.
- Inventory of materials and work in progress become clearly visible and easily handled.
- Reduced material handling and high yield of materials
- Low accident rates

□ **Products and Customers**

- Clean workplace ensured dust free final products.
- High product quality
- Shop floor may be utilized as marketing tool by showcasing to potential customers.

### **3.0 NPC's 5S-Certification Scheme**

NPC has put-in-place a “National 5S Certification scheme” to develop and sustain a productivity culture across country which encompasses high quality housekeeping & physical environment at the workplace.

This Scheme is meant to be the vehicle to foster, motivate, recognize and certify Excellence in '5S' implementation for visibly demonstrating both progress and compliance.

NPC's 5S Certification process comprise of following stages;

#### **A. Registration for certification**

Any organization implementing '5S' at its workplace can apply to the National Productivity Council (NPC) for registration. Registration process consists of defining the scope for certification and terms of reference for conducting certification & surveillance audit.

## **B. Conducting 5S Certification Audit**

The Certification Audit process involves evaluation of the organization for the degree of adoption of 5S practices conforming to certification audit through framework criteria developed by NPC. The certification audit framework criterion mainly covers five broad aspects/areas as given below having a total score of 600 marks.

- **Organisational structure & approach for 5S Implementation** including 5S Policy, 5S Organization Chart, 5S Corner Implementation zone/group and 5S zone/group Activity Record, Discipline/ Worker's Attitude, Training Program for the workers, No. of Kaizen received, No. of Kaizen implemented, SOPs available and their compliance, Promotion Activity and Appreciation to the workers, Evaluation of Effectiveness, Management Review etc.
- **Administration & Office Area** including Floor Visual Control, Equipment Arrangement, Equipment, Aisles, File Arrangement & Record Management etc.
- **Manufacturing / Production/ Service Divisions** including Process Flow and Finished Product/Goods, Equipment Arrangement & up keeping, Equipment (Workshop), Machine (Workshop) & their maintenance system, Material (movement, Store & storage), Plant shop floor and Visual Control, Aisles, SOPs available and their compliance, File Arrangement & Record Management etc.
- **Storage, Record Keeping & Material Handling Area** including Plant shop floor, Material (movement, Store & storage), Visual Control, Inventory File Arrangement & Record Management, Aisles, Warehouse, Chemical Storage (Hazardous & Non-Hazardous), SOPs available and their compliance etc.
- **General Area** including Safety & Fire Fighting System, Security/ Guard Post, Waste Disposable, Common/ Rest Area, Visitor Waiting Room, Canteen , Open Space House Keeping etc.

This framework criterion will be shared with organization after registration process.

The certification audit requires 2 to 3 days depending on the size of the areas to be covered during audit and type of organizational activities. Certification Audit will be

carried out for the areas defined in the scope and terms of reference of the offer for Audit by the Organization. On completion of the Audit, observations & non-conformances to framework criteria will be submitted in form of audit report.

### **C. 5 S Certification**

A certificate will be awarded by the NPC for 5 categories depending on the score obtained by the organization during the audit is tabulated below.

**Table 2 : Certificate Categories**

| SL. NO. | CATEGORY   | SCORE OBTAINED                   |
|---------|------------|----------------------------------|
| 1       | प्रदर्शक   | 99 % and above                   |
| 2       | उत्कृष्ट   | 90 % and above but less than 99% |
| 3       | श्रेष्ठ    | 80 % and above but less than 90% |
| 4       | उत्तम      | 70 % and above but less than 80% |
| 5       | प्रयत्नशील | Less than 70% and above 50%      |

The Certificate is valid for three years comprising of one certification audit and 2 surveillance audits at an interval of one year to check on sustained actions by the recipient organization for continued validity of certification.

Those organizations that are not implementing 5S can avail of NPC's 5S related training and consulting services, before they aspire to compete for the certification.

### **D. 5S Surveillance Audit**

The Surveillance Audit will be conducted at an interval of one year to revalidate the degree of adoption of 5S practices conforming to certification audit framework criteria and degree of compliance to the observations & non-conformance made during the certification audit. Based on the score obtained during surveillance audit category of certificate can be changed.

During surveillance audit organizations cannot change the scope of certification and for any change it has to again go through the process of certification audit.

### **E. Recertification**

The organization can apply for recertification after 3 years. During recertification organizations can change the scope of certification.

## **4.0 Benefits of NPC's 5 'S' Certification**

The NPC's 5 S Certification scheme recognizes the efforts of organization & encouraging them to achieve the highest level as demonstrator ("प्रदर्शक") as a guiding force for others.

Achieving Certification is a public declaration of commitment to high quality housekeeping and continuous improvement to eliminate wastes leading towards improvement of productivity, quality & safety. This certification will;

- Ensure that the Workplace Management System that is adopted works to improve the business and is not just a set of procedures that the employees will find hard to manage.
- Provide senior management with an insight of Identified deficiencies and encourages them to adopt more efficient and time saving processes.
- Communicate a positive message to employees and customers
- Generate Marketing opportunities.

## **5.0 Contact Details for Registration**

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