

The Application of Lean-Kaizen in Course Plan and Delivery in Malaysian Higher Education Sector

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Abstract : Lean-kaizen has always been applied in manufacturing sector since many years ago. What about education sector? This paper discuss on how lean-kaizen can also be applied in education sector, specifically in academic area of Malaysian's higher education sector. The purpose of this paper is to describe the application of lean kaizen in course plan and delivery. Lean-kaizen techniques have been used to identify waste in the course plan and delivery. A field study has been conducted to obtain the data. This study used both quantitative and qualitative data. The researcher had interviewed the chosen lecturers regarding to the problems of course plan and delivery that they encountered. Secondary data of students' feedback at the end of semester also has been used to improve course plan and delivery. The result empirically shows that lean-kaizen helps to improve the course plan and delivery by reducing the wastes. Thus, this study demonstrates that lean-kaizen can also help education sector to improve their services as achieved by manufacturing sector.

Keywords : course delivery, education, Kaizen, lean

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