

## Sharing the Toyota Production System (TPS) to Help Others Do More with Less and Maximize Impact

United States | Toyota Production System Support Center (TSSC)

### Overview

In 1992, TSSC was founded in Lexington, Kentucky, to “contribute to society by sharing TPS and help strengthen manufacturing in North America.” Not limited to Toyota suppliers, TSSC shares TPS knowhow with North American manufacturers, nonprofit organizations, and government entities that have a true desire to learn and adapt TPS as a way to improve their operations and better serve customers. In April 2011, TSSC became a not-for-profit corporation, and it is actively making efforts to support more public service and nonprofit organizations.

In healthcare, TSSC has helped reduce wait times at emergency rooms as well as inventory in stock rooms. It has also expanded its support of nonprofit organizations in areas such as hunger relief, disaster recovery, education, social services and the arts.

### Achievements

Number of companies and organization supported by TSSC: Over 314 companies and organizations

(e.g.) Food Bank For New York City reduced wait time: 1.5 hours to 18 minutes

Number of workshop participants: More than 4,300 people



Food Bank For New York City

- Before: Seats went unfilled while multiple people waited outside the soup kitchen.  
- After: All seats filled thanks to the one by one seating approach and support of a volunteer “point person.”

[Web http://www.tssc.com/](http://www.tssc.com/)

## Application of the Toyota Production System (TPS) to Improve Small and Medium-sized Enterprises and Nonprofit Organizations

Australia | Toyota Production System Support Center Australia (TSSC-AU)

### Overview

Following the decision to close its plant at the end of 2017, Toyota Motor Corporation Australia (TMCA) has been looking for ways to contribute to the local community outside its main business. Thus, TMCA established TSSC-AU, modeled after TSSC activities in the United States. TSSC-AU members, who had previously been supporting Toyota suppliers as part of the TMCA Procurement Department, have now successfully shortened the time required for filling prescription drugs at pharmacies and the wait time for cancer patients at treatment centers. Although the Center has just been established, its members are very motivated, hoping to utilize the knowhow they have accumulated through 50 years of manufacturing for the betterment of the community.

### Achievements

Reduced patient waiting times in a cancer treatment center by up to 56 percent.

Reduced time required for filling prescription medication by up to 85 percent.



TMCA members share TPS concepts with Northern Health Senior Executives in the plant



TMCA and St Vincent's Hospital members working together to solve problems in the hospital pharmacy

## Contributing to saving lives: Sharing Toyota Production System (TPS) to Improve Hospital Operation

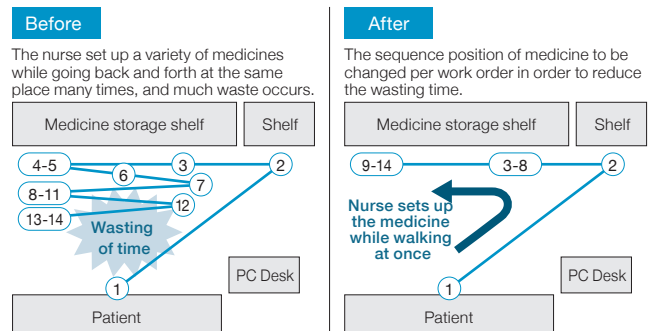
Brazil | Toyota do Brasil (TDB)

### Overview

With request for support from the city of São Paulo, which has many Japanese communities, TDB started the operation improvement of Santa Cruz Hospital with the hospital staff in 2015. After investigating the layout and flow of processes in the emergency room, they noticed many issues that could be improved, such as staff wasting time going back and forth to the same place while preparing medication. They decided to change the layout, putting higher demand medication in the immediate vicinity, which led to improvements in patient waiting times. The hospital intends to apply the TPS they have learned to other services such as Orthopedic attendance in order to continue the improvement of operations. Improving the hospital allows them to save more lives.

### Achievements

Reduced patient waiting time: 20 percent decrease compared to before application of TPS



Supporting Free Surgery Project

Venezuela | Toyota de Venezuela (TDV), local Toyota dealer associations, Toyota Services de Venezuela (collectively referred to as “Toyota”)

Overview

A project in Venezuela called “Rotaplast” provides free surgeries to people suffering from cleft lip and palate anomalies. Surgeons from all over the world come to Venezuela and perform surgeries at a hospital in Cumaná, the capital of the state of Sucre where the TDV plant is located.

Although many volunteers also take part in the project, inviting surgeons from all over the world requires financial support. Since 2010, Toyota has been assisting the program’s activities through financial support and the participation of employee volunteers. In the future, TDV plans to strengthen its collaboration with the Toyota affiliates, the local Rotary Club, and the city government in supporting the program.

Achievements

Patients in 2015 : 248 patients came to the hospital, 95 patients required surgery and a total of 100 surgeries were performed  
 Number of Toyota volunteers : 415 volunteers



Volunteer communicating with patient



Smiling patient with employee volunteers

MEDICAL & DENTAL OUTREACH PROGRAM: Providing Annual Medical and Dental Service in Impoverished Areas

Philippines | Toyota Motor Philippines Foundation (TMPF)

Overview

In cooperation with medical hospitals, dental associations, pharmaceutical companies, and local governments, TMPF began a project in 1992 providing annual medical and dental care to local residents who would otherwise have no access to healthcare. TMPF finances the project and TMPF partner institutions provide free medical and dental services and free medicine. Around 250 volunteers, comprising Toyota employees and scholars; doctors and nurses; dentists, and pharmaceutical staff actively participate in the project. Three diagnostic vans offered by TMPF provide vital services such as X-rays, mammograms and various laboratory tests. Minor surgeries are sometimes performed on patients, while those with acute illnesses are referred to area hospitals.

Achievements

Total number of patients examined since 1992: More than 101,000.



A baby having blood taken by volunteer doctor



Volunteer dentist removing a boy's tooth

Natural Disaster Relief in Japan and Overseas

Japan and Overseas | Toyota Motor Corporation

Overview

When a major disaster occurs, TMC undertakes recovery activities with protecting human life and recovery of the affected area as its highest priorities. Toyota accurately assesses the damage in the affected region and responds as quickly as possible, providing vehicles to support disaster relief efforts and making donations to relief organizations such as the Japan Red Cross, Central Community Chest of Japan and Japan Platform.

Activities in FY2014–2015

- Earthquake in Yunan Province, China in August 2014:  
 Total of 8 million renminbi  
 (Total from TMC, TMCI, Guangzhou Automobile Group Co., Ltd. and China FAW Group Corporation)
- Damage from torrential rain in western Japan in August 2014:  
 10 million yen
- Damage from Cyclone Pam in Vanuatu in March 2015: 3 million yen
- Earthquake in Nepal in April 2015: Total of 10 million yen  
 (Total from TMC and Toyota Tsusho Corporation)