

MEDIA FACTSHEET FOR OPENING OF KAIZEN CENTRE
ON 21 NOVEMBER 2025 AT BISHAN DEPOT

ABOUT KAIZEN CENTRE

What is Kaizen Centre?

The Kaizen Centre showcases SMRT’s commitment to Kaizen, “change for the better”, driving continuous improvement and operational excellence at all levels.

(1) Kaizen Centre tells the story of SMRT’s Kaizen journey from 2018 till 2025, highlighting its legacy as Singapore’s first rapid transit operator. It offers staff and visitors a deeper appreciation of Kaizen as an integral part of SMRT’s culture and DNA.

(2) Kaizen Centre will feature projects across four key categories:

- (a) Transformative Projects
- (b) Safety Enhancements
- (c) Sustainability Efforts
- (d) Productivity Improvements

These projects demonstrate how Kaizen has helped SMRT overcome operational challenges, enhance rail reliability, and generate innovative business solutions.

(3) Beyond serving visitors from SMRT’s business units, the Kaizen Centre also welcomes participants from local and overseas visitors from government agencies, institutions, railway operators, industry and community partners—offering valuable experiences that benefit the wider transport and engineering community.

The centre was officially launched on 21 November 2025 by SMRT Chairman Mr Seah Moon Ming.

INFORMATION ABOUT THE KAIZEN CENTRE



Features: Zones and Kaizen Projects

Since 2018, close to 9,000 Kaizen projects have been completed, driven by over 16,000 staff suggestions. Collectively, these projects have yielded about \$700 million in Kaizen savings over seven years.

The Kaizen Centre showcases a curated selection that highlights how staff-led improvements enhance daily workflows, productivity, and safety,



complementing broader system upgrades by SMRT.

The Kaizen centre comprises three zones and a collaboration hub.

Zone 1: Move To Lead Change

This zone presents a journey through the Kaizen programme, highlighting key milestones and transformative achievements.



Zone 2: Move With Method

This zone introduces the key methodologies that make the Kaizen philosophy tangible and actionable in daily work.

Kaizen Methodology

Kaizen is a continuous improvement approach that drives incremental changes to workflows, enhancing quality, ownership, accountability, teamwork and discipline.

SMRT's '6S' Methodology

Adapted from the '5S' method – Sort, Straighten, Shine, Standardise, and Sustain, SMRT introduced a sixth element, Safety, in 2022.



Zone 3: Move As One

This zone will look at tangible solutions and products that have significantly improved the way SMRT works.

The zone will feature notable projects across four key categories:

a. Transformative Projects

- **Depot 4.0:** Transforming Singapore's oldest train depot into a smart, world-class train maintenance facility
- **Overwatch:** An in-house developed decision support system aimed at providing

	better situational awareness and to sharpen responses to enhance operational reliability across SMRT's network • Jarvis: An intelligent platform that harnesses data analytics and AI-powered chatbots to predict faults, optimise maintenance, and enhance the reliability of rail operations b. Safety Enhancements • Bus Telematics: Leveraging AI and data to proactively enhance road safety, reduce operational costs, and optimise fleet performance c. Sustainability Efforts • Track Access Management System (TAMS): Enhancing rail reliability through an intelligent, automated end-to-end solution that simplifies processes, optimises track access while enhancing safety d. Productivity Improvements • HIVE: The innovation hub of Stellar Lifestyle, a business arm of SMRT, driving smart, sustainable solutions to transform transit spaces into future-ready lifestyle destinations
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