

CONTINUOUS IMPROVEMENT LEAN

WASTE

Anything that does not increase value in the eye of the customer is considered waste and every effort should be made to eliminate that waste. The systematic elimination of these wastes can result in higher quality, faster processes, lower costs, more satisfied workers and, most importantly, more satisfied customers. These wastes can be universally applied in any organization even though the products or services produced may vary.

For example:

A father of three spent hours filling out his support variation application only to arrive at the court house and have it turned away due to mistakes and missing information. There is defect waste in the rework needing to be done as a result of the errors. Motion and Waiting was as he travels back and forth from multiple locations, stands in lines, and waits for appointments to gather the necessary information. He also potentially experiences overprocessing waste if he has added more detail than is required in his application.



Transportation

Moving people, products and information



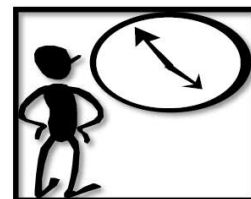
Inventory

Excess products and materials



Motion

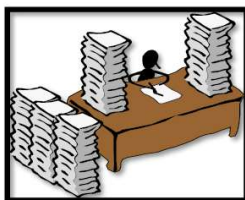
Unnecessary movement of people



Waiting

Idle time between operations where workers wait

The Eight Wastes



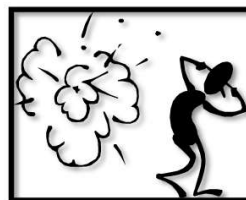
Overproduction

Making more than is immediately required



Overprocessing

Expending more effort than required



Defects

Errors, scrap, re-work



Skills

Under utilizing and over extending people

