

8 Operational Wastes

1. Defects (Rework)

Work that contains errors or lacks something of value.



Equipment not working, calculation errors in research, multiple revisions, missing/ wrong information, inadequate references/sources

2. Overproducing

Producing more than is needed before it is needed, redundant work. Often a result of sending things 'in batch'.



Redundant or unnecessary fact checking, multiple consultations and excessive approvals, producing unnecessary length of reports

3. Waiting

Time spent waiting for anything, including the next step in the process.



Results, waiting for approvals/edits/reviews, decisions and direction, emails,

4. Non-utilized Human Potential

Underutilizing people's knowledge and skills.



Not considering employees perspectives and opinions, thinking siloes, mismanagement of capacity, no invention

5. Transportation

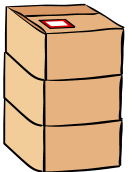
Excess travel of documents, supplies, forms, and information.



Moving records, sending documents back and forth, needless document hand-offs

6. Inventory

Too much and unnecessary materials and work in process.



Paperwork in process, wait lists or back logs of ideas, requests accumulating in in-boxes

7. Motions

Movement of staff that does not add value. Reaching, bending, searching...



Searching and travelling for supplies, information, and equipment, excessive file pathing conventions

8. Excessive Processing

Extra effort that adds no value to the service being provided.



Excessive/ duplicate paperwork, producing deliverables not required or valued from the customer, perfecting drafts or estimates

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Write down any waste activities you can spot in your process...

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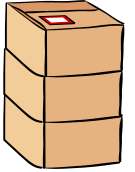
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General / Others:

