

Waste of Waiting Checklist

PREPARATION STEPS

- Schedule 60 minutes for team training session
- Set up training area with whiteboard or poster-board – have markers available
- Write “Waste of Waiting” on the board
- Have the Waste of Waiting audio loaded on device and ready to play aloud during the session
- Print a copy of the Waste of Waiting Notes for each person to be trained
- If needed, refresh your own knowledge of waste and root cause – see The Essence of Lean Chapter 6, pp. 65-71.
- Preview listen to the Waste of Waiting audio

1) Welcome the team and explain the purpose of the session

- Give out the copies of the Waste of Waiting Notes
- Give brief explanation of waste and why it is important.

(Waste is any activity that does not produce value for customers or for the organization. Waste is the problem. Reducing waste increases performance. There are seven types of waste – “Waiting” is one of the seven.)

The purpose the session is to learn:

- a) What is waiting waste?*
- b) Who cares – why is that important?*
- c) How to find and eliminate waiting?*

2) Listen to Waste of Waiting audio (10 minutes, 22 seconds)

3) Ask them to explain what they just heard (in their own words)

4) Ask them to come up with examples of waiting waste that they may have observed in the organization.

Write each example on the whiteboard and discuss how the waiting might have reduced revenue and productivity and/or aggravated customers and employees.

Note: In discussing the waiting, be sure to caution the associates NOT to assign blame to specific individuals for the waiting – rather, just come up with examples and discuss their consequences. Remember Ground Rule #1: “Blame the System, Not the Person.”

5) Optional assignment to be completed by _____ (date)

Option 1: Find more examples of waiting waste and add them to the whiteboard list.

Option 2: Pick one example of a waiting waste and come up with ideas for reducing or eliminating that waste.