

## The Seven Wastes Notes

### **1) What is “waste” and why should we care?**

Waste is any work activity that does not produce value for the customer

In a Lean system, eliminating waste is the way that work is improved

In a Lean system, it is the job of everyone to find and eliminate waste – that is empowerment

When everybody works together to eliminate waste, performance increases and the working environment improves

### **2) What are the seven wastes?**

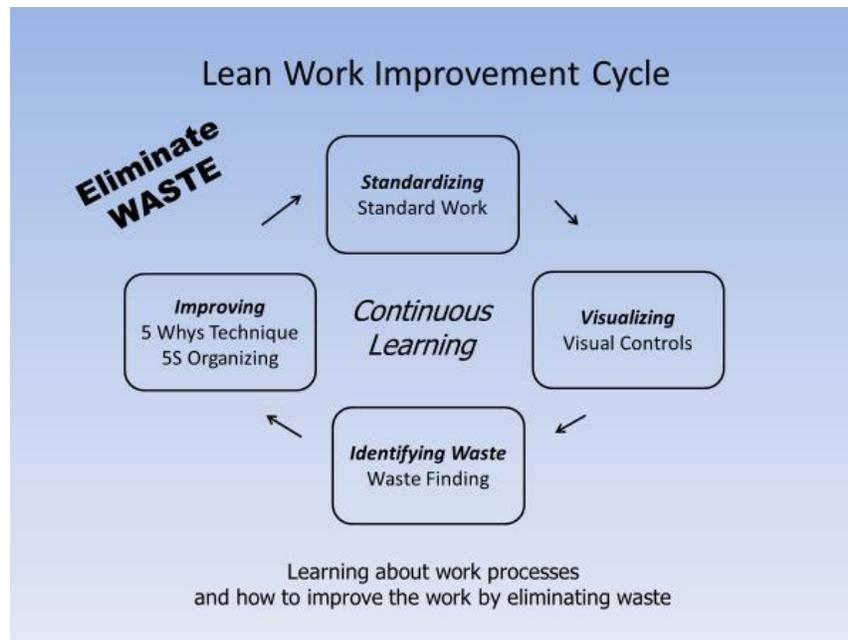
#### The Seven Types of Waste

Waste Type	Description
Defects	Errors, mistakes, or problems with a product or service
Waiting	People waiting for something to happen
Excessive Walking	Walking or other human movements that are not needed to serve the customer
Excessive Processing	Performing more work than is needed to serve the customer
Excessive Production	Making or ordering more material goods than are needed to serve the customer
Excessive Inventory	Storing or holding more material goods than are needed to serve the customer
Excessive Transportation	Shipping or moving material goods farther than is needed to serve the customer

### 3) How to find and eliminate waste?

Finding and eliminating waste is a “team sport” and so always apply the first Ground Rule of the Lean System: “Blame the System, Not the Person”

“Identifying Waste” and eliminating waste (“Improving”) are two of the four activities of the Lean Work Improvement Cycle



The Lean Work Improvement Cycle goes on all the time and so the idea is to eliminate a little bit of waste every day as you continually LEARN what works and what doesn't work

We become used to waste as “normal” so you have to create a new habit of OBSERVING

To find waste, look for the waste signals – example: the signals for Defects waste are REWORK and UNHAPPY CUSTOMERS who did not get what they were promised

To eliminate waste, you must first find out WHY the waste is occurring – Once you know the cause of the waste, you can then take steps to eliminate it

# Signals of Waste

Waste Type	Signals to Look For
<b>Defects:</b> Errors, mistakes, or problems with a product or service	<ul style="list-style-type: none"> <li>• Rework, needing to do something over again</li> <li>• A customer who did not get what was promised</li> </ul>
<b>Waiting:</b> People waiting for something to happen	<ul style="list-style-type: none"> <li>• People waiting in some form of line</li> <li>• Things seem to be stalled</li> </ul>
<b>Excessive Walking:</b> Walking or other human movements that are not needed to serve the customer	<ul style="list-style-type: none"> <li>• People walking around a lot, especially back and forth</li> <li>• People suffering from movement-related ailments such as sore backs, joints, or hands</li> </ul>
<b>Excessive Processing:</b> Performing more work than is needed to serve the customer	<ul style="list-style-type: none"> <li>• A lot of activity or people involved in the work</li> <li>• Work products that are not used and are discarded</li> </ul>
<b>Excessive Production:</b> Making or ordering more material goods than are needed to serve the customer	<ul style="list-style-type: none"> <li>• Pace of ordering exceeds pace of consumption</li> <li>• Materials received which are not needed</li> </ul>
<b>Excessive Inventory:</b> Storing or holding more material goods than are needed to serve the customer	<ul style="list-style-type: none"> <li>• Signs of old inventory such as dust on storage boxes</li> <li>• Stock items which are being discarded</li> </ul>
<b>Excessive Transportation:</b> Shipping or moving material goods farther than is needed to serve the customer	<ul style="list-style-type: none"> <li>• A lot of goods being held on carts and in vehicles</li> <li>• Long in-transit times</li> </ul>