PROCESS WASTE

These are the most common types of waste that can bog down a process:

DEFECTS

Time is spent fixing errors, searching for information, and redoing work

EXTRA PROCESSING

Extra work is done that doesn't serve customers or add value

WAITING

There are long waits for something before the process can move again

BACKLOG

Incoming work stacks up and causes people to fall behind

EXCESS INFO

There's too much unused, unneeded info in too many places

OVER-PRODUCTION

Too much of something is produced, or it's produced too early

MOTION

There's unnecessary movement that wastes time and leads to delays

UNDER-UTILIZATION

Talent, skills, and technology are not being fully put to use

PROCESS WASTE DETAIL

DEFECTS

Time is spent fixing errors, searching for information, and redoing work

- Needed information is missing or inaccurate
- Data-entry errors and mistakes on paperwork
- Processing errors
- Rework needed to fix mistakes
- Difficulty finding needed files or records
- Unclear on requests and what needs to be done

EXTRA PROCESSING

Extra work is done that doesn't serve customers or add value

- Double-checking, inspecting, verifying
- Processing data that serves no real purpose
- Multiple signatures needed
- Bells and whistles "nice to have" but don't add value
- Different software working on same doc or task
- Expedited service when it's not really needed

WAITING

There are long waits for something before the process can move again

- Delays getting needed info
- Waiting for approvals
- Waiting for someone earlier in the process to complete their work before you can do your work
- Waiting for supplier to provide needed items
- Slow system response time
- System downtime or other tech issues

BACKLOG

Incoming work stacks up and causes people to fall behind

- List of requests and pending jobs not yet started
- Backlog of in-process and unfinished work
- Waiting until requests queue up in a "batch" before processing them

EXCESS INFORMATION

There's too much unused, unneeded info in too many places

- Collecting information that is not needed or used (e.g., on forms, asking for unnecessary info)
- Keeping multiple copies of documents in different locations
- Obsolete or redundant data, files, records

OVERPRODUCTION

Too much of something is produced, or it's produced too early

- Producing services or info beyond what's needed
- Processing before requested
- Purchasing items before needed
- Sending info that's not needed or requested
- Things getting outdated, being thrown away
- Printing when electronic docs are just as good

MOTION

There's unnecessary movement that wastes time and leads to delays

- Walking from one building or area to another for meetings, files, etc.
- Spending extra time to find needed items
- Searching for needed files on computer or elsewhere
- Copying information from one application to another

UNDER-UTILIZATION

Talent, skills, and technology are not being fully put to use

- Employee know-how is not fully engaged
- Limited authority and responsibility for basic tasks
- Inadequate tools to get the job done
- Useful data is available but not fully leveraged