

**Examples of Waste in Business**

**Waiting**

* Customers waiting in long lines
* Unreliable, unmaintained equipment (Break downs)
* Wi-Fi, software or hardware issues
* Log-jams, bottle-necks in an information or production process (taking too many orders- can’t process them, subset assembly takes longer than next station)
* Waiting for approval/sign-off
* Uneven workflow, fluctuations (down time)

**Transport/Material movement**

* Off-site storage
* Pallets of products or resources that need to be shuffled to and from factory floor
* Excessive inventory- need to store excess stock off site
* Delays (Blood samples not transported to lab, expires)
* Departments split across multiple sites- everything not in one place

**Motion (customers or staff)**

* Poor office/warehouse layout (one copier/printer, files not close to people who need them, reception area should be at the hub
* Silo’ed services, people who need to work together in separate locations/buildings
* Looking/collecting tools, equipment or materials needed to do a job
* Inefficient work process (no supplies at desk or work station
* Multi-building campuses
* Customers sent to multiple locations for different service needs. Customers who are lost

**Over-processing (redundant or unnecessary steps)**

* Printing and distributing a document that has been e-mailed
* Collecting data that is not analyzed/distributed so people can access or use it
* 18-page reports that no one reads
* Re-entering information into multiple reports, data bases or files
* Cleaning something that is not dirty- just to stay busy

**Overproduction (making more than needed or requested, making things faster than needed)**

* Producing products that were not ordered
* Collating 100’s of information packets when you use 10 a month (info is outdated)
* Intake/enrollment of customers that cannot be served

**Inventory (too much, too little, unusable)**

* Over ordering material/supplies (Ordering in bulk--storage issue)
* Manufacturing unrequired/unrequested product (product life cycle)
* No FIFO (First In, First Out) system, (produce rots)
* Clutter- old technology that is no longer in use (overhead projectors, old computers, broken copiers

**Defects/Corrections (re-work)**

* Mistakes and errors
* Scrap or leftover resources from process
* No standardized process, confusing procedures
* Sending orders twice, sending wrong product
* Outdated contact/billing information: returned invoices

**Wasted Talent (not utilizing an employee’s knowledge, skills and abilities)**

* Highly trained or critical staff doing ‘set-up/button-up” work
* Not asking your employees for their ideas and/or complaints