

Identify examples of the 8 Types of Waste (*non-value added*) in your work environment.

Types of Waste: <b>DOWNTIME</b>		
Waste	Definition	Examples
<b>Defects/ Rework</b>	Doing something over (repeated rework and repair)	
<b>Over Production</b>	Generating excess parts, information, or services before they are needed	
<b>Waiting</b>	Staying in place in expectation of an event	
<b>Not Clear/ Confusion</b>	Unable to complete work due to missing, incorrect or confusing information	
<b>Transport/ Motion</b>	Unnecessary movement of equipment, supplies, or people	
<b>Inventory</b>	Too much or too little of anything that affects safety or delays care	
<b>Minds Ignored</b>	Loss of ideas, skills and wisdom by failing to engage or listen to employees	
<b>Excess Processing</b>	Duplicating effort	

## Types of Waste: **DOWNTIME**

Waste	Definition	Examples
<b>Defects/ Rework</b>	Doing something over (repeated rework and repair)	<ul style="list-style-type: none"> <li>Records / reports misfiled</li> <li>Incorrect charges / billing</li> <li>Resubmitting service requests</li> <li>Reminding people about overdue tasks or appointments</li> </ul>
<b>Over Production</b>	Generating excess parts, information, or services before they are needed	<ul style="list-style-type: none"> <li>Copies of reports sent automatically</li> <li>Multiple staff review same information to ensure completeness</li> <li>Visit preparations when the client does not show up</li> <li>Collecting data that no one uses</li> </ul>
<b>Waiting</b>	Staying in place in expectation of an event	<ul style="list-style-type: none"> <li>Clients waiting for a trainer to be available</li> <li>Staff waiting for equipment repair</li> <li>Clients late for appointments</li> </ul>
<b>Not Clear/ Confusion</b>	Unable to complete work due to missing, incorrect or confusing information	<ul style="list-style-type: none"> <li>Clarification of policies</li> <li>Regulations</li> <li>Vague memos</li> <li>Incomplete productivity reports</li> </ul>
<b>Transport/ Motion</b>	Unnecessary movement of equipment, supplies, or people	<ul style="list-style-type: none"> <li>Searching for staff when help is needed</li> <li>Searching for supplies or equipment</li> <li>Poorly located storage and service areas</li> </ul>
<b>Inventory</b>	Too much or too little of anything that affects safety or delays care	<ul style="list-style-type: none"> <li>Unnecessary office supplies</li> <li>Outdated forms or educational materials</li> <li>Obsolete equipment</li> </ul>
<b>Minds Ignored</b>	Loss of ideas, skills and wisdom by failing to engage or listen to employees	<ul style="list-style-type: none"> <li>Employee skills not used to their full potential</li> <li>Employee suggestions for improvement not taken seriously</li> <li>Frontline staff not part of redesign of work</li> </ul>
<b>Excess Processing</b>	Duplicating effort	<ul style="list-style-type: none"> <li>Asking for the same information multiple times</li> <li>Entering the same client data into multiple data systems</li> </ul>