

The 8 Forms of Waste Applied to an Office Environment



Errors and Defects

Order entry errors, design errors, engineering change orders, invoice errors, lost files or records, bad or missing information.



Waiting

Waiting for approvals or signatures, attendees not all on time for meeting, slow system response time, delays in receiving information.



Over Production

Producing reports no one reads, making extra copies just-in-case, entering repetitive information on multiple documents.



Transportation

Moving product in and out of storage, no signs identifying areas or departments, excessive hand-offs or approvals, bad area layout.



Inventory

Excessive office supplies, files piled up between desks, obsolete files or office equipment, batch processing transactions and reports.



Motion

Not having defined places for common items, searching for files on a computer, poor work area layout, sorting through materials.



Excess Processing

Multiple signatures, unused or unnecessary information collected, re-entering existing data, unnecessary or excessive reporting.



Non-Utilized Talent

Limited authority for basic tasks, start using software without training, not providing opportunity for professional development.