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- Collating 100's of information packets when you use 10 a month (info is outdated)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- Outdated contact/billing information: returned invoices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