



Defects: Time spent doing something incorrectly, inspecting for errors or fixing errors.
Example: Making an error during the intake assessment, making results unusable.



Overproduction: Doing more than what is needed by the client, or doing it sooner than needed.
Example: Requesting assessments and referrals just in case.



Waiting: Waiting for the next event or work activity to occur.
Example: Being on the waitlist for a specialist appointment.



Non-utilized talent: Waste and loss from not engaging employees, listening to their ideas, or using their skills to a maximum benefit.
Example: Someone doing excess paperwork when they could be conducting a client assessment.



Transportation: Unnecessary movement of the product (client, data or materials) in a system.
Example: Bringing client files to multiple locations across the organization.



Inventory: Excess inventory expenses through financial costs, storage and movement costs, spoilage and waste.
Example: Keeping 200 brochures for a program on hand when you only hand out five per year.



Movement: Unnecessary movement by employees in the system.
Example: Residential employees walking unnecessarily each day due to poor layout of space.



Excessive processing: Doing work that is not valued by the client or which emerged from definitions of quality that are not aligned with the client's needs.
Example: Excessive surveying of clients.