

8 Forms of WASTE

Lean and DOWNTIME

Lean methodology is about maximizing **customer value** while identifying and eliminating **waste** by using simple tools and empowering frontline workers to own the changes.

Identifying and cutting everyday waste is one of the easiest and most efficient ways to solve our problems. To make waste easier to identify and remove, we've split it into eight categories which are easy to remember by using the acronym DOWNTIME.

Value

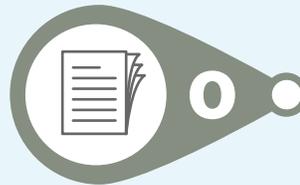
Value-added actions are those that the customer would be willing to pay for (e.g., delivering a vaccination, registering a patient, or filing with an insurer) and should be optimized.

Non-value-added actions are those that the customer would not be willing to pay for (e.g., searching for supplies, filling out redundant forms, or waiting in line) and should be eliminated.



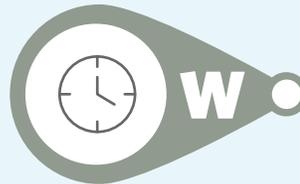
Defects:

Resources spent making errors, identifying errors, and/or fixing errors



Overproduction:

Caused by doing more than the customer needs right now



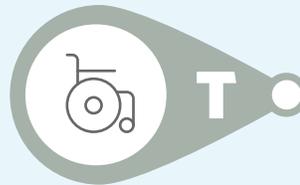
Waiting:

Delays due to resources not being ready or available



Not Clear:

Problems caused by staff being unclear on the best way to do a task



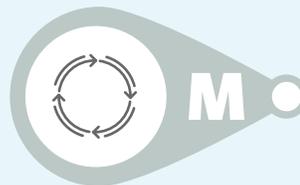
Transportation:

Excessive movement of patients, supplies, and/or specimens



Inventory:

Having too many/few materials, medications, or supplies on hand



Motion:

Excessive movement by VUMC service providers



Extra Processing:

Using redundant or excessive processes