



Lean in Washington – The Basics!

Reflection Questions and Notes

Human Experience Matters

What is something in your organizational culture that might get in the way of making improvements or solving problems?

Customers

Who is your customer? Why is listening to your customer important?

Employees

What opportunities do you have at work to bring improvement ideas forward?

8 Wastes

What are a couple wastes you've seen in your organization? How might you reduce that waste? How does learning about waste help you be able to improve it?

Mapping

What is a process you have that might benefit from mapping?

Problem Solving

How does understanding current state help you solve problems? Why is it important to explore root cause?

Lean in Your Organization

Does your agency have a Lean Advisor? If so, who is it? What else can you learn about how Lean works in your organization?

Take Action

What do you want to learn more about? What is one thing you can commit to applying from this session?

8 Wastes

Overproduction

- Producing more (product or service) than is needed or before it is needed.

Waiting

- Wasted time waiting for the next step in a process.

Transportation

- Unnecessary movements of products and materials.

Over-Processing

- More work or higher quality than is required by the customer.

Excess Inventory

- Products and materials not required by the customer.

Motion

- Any movement of people that does not add value to the product or service.

Defects

- When work isn't completed right the first time.

Underutilized People

- Not using people's talents, skills, and knowledge.