

Types of Work Activities

VALUE IS ALWAYS DEFINED BY THE CUSTOMER!

Value Added

Any activity that changes the form, fit or function of the raw material or data such that...

The customer is willing to pay for it and...

The task can be done correctly the first time. (Quality at the Source)

Non-Value Added

Any activity that adds waste to the process or product.

WASTE

Non-Value Added *but necessary*

Any activity that adds waste to the process, *but is required by policy, law or some other control.*

STILL WASTE

Value Added VS Non-Value-Added VS Non-Value Added *but necessary* activity

Below is a list of typical activities we do as a part of daily work. Categorize the tasks based on what you just learned of Value Added, Non-Value-Added and Non-Value-Added *but necessary*.

Scheduling a recurring meeting.

Writing email.

Cleaning a facility room in preparation for a new patient.

Logging into VPN.

Replying all to respond to one.

Investigating an ethics violation.

Cleaning up your email in box.

Facilitating a client meeting.

Performing a background check.

Surveying clients for satisfaction.

Updating a spreadsheet.

Gathering resources for customers.

Mailing items to a centralized location for redistribution.

Training.

Finding a client eligible for services.

Scan QR code or follow the link below to complete the activity.

<https://forms.office.com/g/UL8RuRwPYv>

Types of Work



Value Added VS Non-Value-Added VS Non-Value Added *but necessary* activity continued

Value Added are **GREEN**, Non-Value-Added are **RED** and
Non-Value-Added *but necessary* are **ORANGE**.

Scheduling
a recurring
meeting.

Writing
email.

Cleaning a facility
room in preparation
for a new patient.

Logging
into VPN.

Replying all
to respond
to one.

Investigating
an ethics
violation.

Cleaning up
your email
in box.

Facilitating
a client
meeting.

Performing a
background
check.

Surveying
clients for
satisfaction.

Updating a
spreadsheet.

Gathering
resources for
customers.

Mailing items to a
centralized location
for redistribution.

Training.

Finding a client eligible
for services.

NVA and NVABN Breakout Discussion

In your breakout rooms, brainstorm answers to the following questions.

1. What can you do to ensure our non-value added but necessary tasks are creating or perpetuating less waste?
2. What are some ways we could actually eliminate those tasks?