

Challenge

Think about a process in your current workplace that could be changed to save time and effort? Draw a flow chart with the old process and the new process identifying why the new process would be more efficient. E.g. sending a letter

Type letter → log into CRM → find customer details → print letter → put letter in envelope → write address on envelope → buy stamp → post letter

Key Principles and Waste

Womack and Jones define Lean as:

"...a way to do more and more with less and less - less human effort, less equipment, less time and less space - while coming closer and closer to providing customers exactly what they want"

and then translate this into five key principles:

1. Value – Identify the value desired by the customer. "Form a team for each product to stick with that product during its entire production cycle", "Enter into dialogue with the customer"
2. The Value Stream - Identify the value stream for each product providing that value and challenge all the wasted steps, only necessary to provide it
3. Flow - Make the product flow continuously through the remaining value-added steps
4. Pull - Introduce pull between all steps where continuous flow is possible
5. Perfection - Manage toward perfection so that the number of steps and the amount of time and information needed to serve the customer continually falls.

Lean is founded on the concept of continuous and incremental improvements on product and process while eliminating redundant activities. "The value of adding activities are simply only those things the customer is willing to pay for, everything else is waste, and should be eliminated, simplified, reduced, or integrated".

The 7 Types of Waste

There are 7 types of non-value adding activities recognised in the Lean Management theory:

1. Transportation
2. Stock
3. Motion
4. Waiting