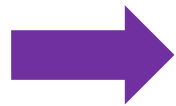


Seeing waste in Lean Office

Overproduction

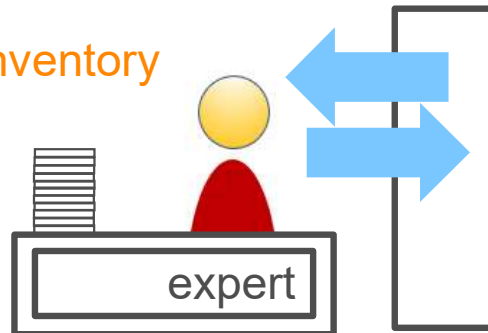


Exceptions



Mistakes

Inventory



Motion



Mistakes

Changes



Overprocessing



Mistakes

Waiting



Mistakes:
 missing information
 wrong results
 misunderstanding at
 handover

Exceptions:
 first time
 requirements

Inventory
switching
forgetting
hectics
prioritization
waiting
inquiries

Changes
new goals
change requirements

People the expert:
 new people hard to
 train
 no personal growth
 inventory
 stress and waiting
 when absent

Overprocessing:
 excess precision
 too complicated
 no use of tools
 no use of systems
 too many steps
 repetition

Overproduction
non-value topics

„stop, we don't need that“