

WASTE WALK

Patient Input Survey

Area: Clinic
Date: 4/9/13

Use the Waste Walk worksheet to identify wastes that you see.

OBSERVED WASTE	8 WASTES								IMPROVEMENT IDEA	
	Defect	Overproduction	Waiting	Non-value added	Transportation	Inventory	Motion	Employee Skill/Knowledge		
lost surveys, inadequate survey tool	✓		✓							Revise + Improve Survey, identify survey storage area Establish a process
waiting b/c giving out surveys, "to utilize the data"										
No value due to poor data collected				✓						Imp survey + process so changes/ improvements can be made Keep supplies readily available + in convenient location
Supplies in various locations Staff have to walk to get outdated version of survey				✓						
mixed in surveys filed never used						✓				Update survey + only use new version. All surveys stored together Keep supplies readily available + in convenient location
Supplies in various locations										
No ownership, task don't match position assigned								✓		Establish roles + responsibilities match task to right position

THE 8 WASTES

- DEFECT** Product or service that does not meet customer demand due to quality issue (include rework)
- OVERPRODUCTION** Make more than, earlier than, or faster than required
- WAITING** Wait for equipment, supplies, people, test results, etc.
- NON-VALUE ADDED PROCESSING** Effort adds no value to product or service from customer's viewpoint
- TRANSPORTATION** Excess material movement
- INVENTORY** Supply in excess of single-piece flow
- MOTION** Any movement of people or machines that does not add value to product or service