

# The eight wastes

Here are eight (8) common areas where non-value-added activities lead to waste. It is easy to remember these with the acronym: **DOWNTIME**.



## Defects

Time spent doing something incorrectly or inspecting for and fixing errors

**Example:** Entering a date incorrectly (e.g. mm/dd/yyyy vs dd/mm/yyyy) for an intake assessment that requires correcting before the information can be used.



## Overproduction

Doing more than what is needed by the client or doing it sooner than needed.

**Example:** Completing more assessments or referrals than required at the time.



## Waiting

Time spent waiting for the next event or work activity to occur or the next step in a process.

**Example:** Waiting for an approval to proceed.



## Non-utilized talent

Waste and loss from underutilizing employee's skills, knowledge and expertise.

**Example:** Preparing a room for another client rather than completing clinical case notes.



## Transportation

Unnecessary travel of the product (client, data or materials) in a system.

**Example:** Families travelling long distances for appointments, moving client files and documents around to multiple locations.



## Inventory

Storing an excess of inventory (e.g. products or materials).

**Example:** Printing and storing 200 brochures when only a few are typically needed before they are outdated.



## Movement

Unnecessary movement by employees in the system.

**Example:** Employees making frequent trips each day due to poor office layout- e.g., for printing, multiple actions required to access electronic case files



## Excessive processing

Completing work that is not adding value or is higher quality than what is needed.

**Example:** Surveying clients and families but not using the information or re-typing handwritten notes.