

3.0 (Activity): Identifying Waste

Name: _____ **Class/Period:** _____ **Date:** _____

Duration:

90 minutes

Overview:

In the previous lesson you learned about the different types of waste that are found in the workplace. In particular, you learned about two methods of waste clarification, namely the Three Wastes and the Seven Wastes. You also learned some tips for identifying wastes.

In this activity, you will identify wastes at real places of work, from a potential customer's point of view.

This activity can be performed individually or as a group.

Materials:

Qty	Description
1	Access to a local shop or service supplier
1	A computer with a word processing program

Review:

In the previous lesson you learned to classify wastes according to two classification methods, summarized for you below.

The Three Wastes:

- Muda is work that does not add value. This includes incidental and waste work.
- Mura is defined as unevenness or inconsistency.
- Muri is defined as overburden or unreasonableness.

The Seven Wastes:

1. Transportation: Moving materials and machines from one place to another.
2. Inventory: Storing excessive amounts of raw materials, work in progress and finished goods.
3. Motion: People or machinery moving around from place to place
4. Waiting: People having to wait for parts, instructions, or one another, and parts having to wait for processing.
5. Overproduction: Creating more product than is required.

6. Overprocessing: Having to perform more work on a part than is really necessary.
7. Defects: Wastes that occur because parts are produced with defects.

Instructions:

Most non-lean businesses are plagued by a number of different wastes. These wastes are allowed to exist for various reasons, but mostly because the management and workers are so used to their way of doing business that they don't realize the presence of wastes. Especially in the case of businesses that serve the public directly, customers are often able to see wastes to which the management and workers have become oblivious.

In this activity, you will identify and classify wastes at a local business. Follow the instructions below:

1. Identify a local shop, company or institution that serves the general public and that performs most of its work in view of the customers. Examples include:
 - a. A fast-food shop
 - b. A car service station
 - c. A car rental agency
 - d. A hairdressing salon
2. Visit the selected business and observe how the staff there perform those parts of their job that are visible to you as a potential customer.
3. Identify at least five wastes that you observe.
4. For each waste, consider:
 - a. Why is what you saw a waste?
 - b. How would the waste be classified according to the Three Wastes?
 - c. How would the waste be classified according to the Seven Wastes?
 - d. What change would you make so as to prevent or minimize the waste?
 - e. How would the customer's experience of the business improve if the waste was minimized or prevented?
5. Prepare your documentation as outlined in the next section.

Submission Requirements:

After having completed your visit to the business you selected, create a report in which you document the wastes you observed.

Include the following information in your report:

- A summary of what your selected business does.
- Your overall assessment of how efficient or inefficient the business is.
- A list of the wastes you identified. For each waste, include the following information:
 - Why is what you saw a waste?
 - How would the waste be classified according to the Three Wastes?
 - How would the waste be classified according to the Seven Wastes?
 - What change would you make so as to prevent or minimize the waste?
 - How would the customer's experience of the business improve if the waste was minimized or prevented?