



Process

- EVERYTHING we do is part of a process
- Processes inherently contain 2 types of activities:
 - Value Added
 - Non-Value Added



VA vs. NVA

Value Added Activity

- Activity that changes form, fit or function of a product or service to meet true customer requirements

Non-Value Added Activity

- Activity that does not add value to the process



The 8 Wastes

Inventory

Transportation

Motion

Waiting

Over-processing

Defects

Over-production

Unused Creativity



Inventory

- Any information or material that is not being transformed into something the client wants





Transportation

- Movement of information or material from one location to another





Motion

- Unnecessary movement of people





Waiting

- People or material waiting to be transformed



1. Active Tickets

15 Tickets

[New Ticket](#) [New Report](#)

Select: [All](#), [None](#), [Reverse](#) [Update selected tickets...](#)

[Report Options](#) [Refresh](#)

Highest

1 Tickets

Summary	Priority	Component	Milestone	Assignee	Status ↑
<input type="checkbox"/> Map Coordinates from Main Page	Highest	Functionality	Begin Beta	Teri Ryan O.	Resolved

High

5 Tickets

Summary	Priority	Component	Milestone	Assignee	Status ↑
<input type="checkbox"/> Improve Smiley/Icon Display	High	Functionality	Begin Beta	Teri Vandna	Reassigned
<input type="checkbox"/> Fix Pop-Up "Map It" Display	High	Functionality	Begin Beta	Teri Vandna	Reassigned
<input type="checkbox"/> Link Tags on Plate Detail and Zap Detail	High	Functionality	Begin Beta	Teri Ryan O.	Resolved
<input type="checkbox"/> Fix "Zap Detail" Map	High	Functionality	Begin Beta	Teri Ryan O.	Resolved
<input type="checkbox"/> Modify Plate Number Format	High	Functionality	Begin Beta	Teri Ryan O.	Resolved

Normal

8 Tickets

Summary	Priority	Component	Milestone	Assignee	Status ↑
<input type="checkbox"/> Center Main Content	Normal	Design	Begin Beta	Teri Vandna	Reassigned
<input type="checkbox"/> Refine Main Page Form/Map Layout	Normal	Design	Begin Beta	Teri Vandna	Reassigned
<input type="checkbox"/> Implement "Terms of Service"	Normal	Functionality	Begin Beta	Teri Ryan O.	Resolved



Over-Processing

- Unnecessary steps when completing a process





Defects

- Anything that does not conform to the client requirement





Over-Production

- Producing something that is not immediately required by the client



Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
			1 6:00-9:00PM: Corp - VAN 3:30-5:30PM: CERTd1 - WHI	2 3:30-5:30PM: CERTd2 - WHI	3
5 3:30-11:30PM: ABCd1 - VAN	6 3:30-11:30PM: ABCd2 - VAN 3:30-6:30PM: DDC1 - WHI 3:30-6:30PM: GLP1 - WHI	7 3:30-7:30PM: MCST1 - BAN 3:30-5:30PM: CERTd1 - VAN 9:00AM-12:00PM: Corp - WHI 3:30-6:30PM: GLP2 - WHI	8 3:30-7:30PM: MCST2 - BAN 3:30-5:30PM: CERTd2 - VAN 3:30-6:30PM: GLP3 - WHI	9 9:00AM-12:00PM: APC - BAN 3:30-6:30PM: GLP4 - WHI	10
12 PM: - WHI	13 9:00AM-12:00PM: GLP5 - BAN	14 9:00AM-12:00PM: GLP6 - BAN	15 6:00-9:00PM: GLP2 - BAN	16 3:30-11:30PM: ABCd1 - WHI	17 6:00-10:00PM: ABCe1 - VAN 3:30-11:30PM: ABCd2 - WHI
19 3PM: - BAN	20 12:30-3:30PM: DDC2 - BAN	21	22 12:30-3:30PM: DDC1 - VAN	23 12:30-3:30PM: DDC2 - VAN	24 3:30-6:30PM: GLP1 - VAN



Unused Creativity

- Employees not involved in designing and improving processes

