

#### **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

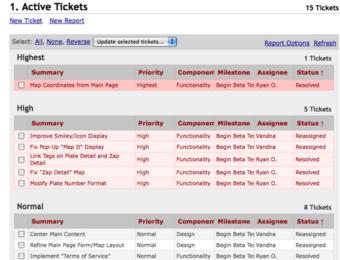




# Waiting

People or material waiting to be transformed







## **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







# **Unused Creativity**

Employees not involved in designing and improving processes

