



**ACTIVITY SOLUTION:
EVALUATE WASTES IN
YOUR PROCESS**



GUIDELINES:

YOU ARE GIVEN THREE SITUATIONS

IDENTIFY WASTES IN THOSE SITUATION

HINT: ONE SITUATION CAN HAVE ONE OR MORE WASTES

ACTIVITY 01:

In a transaction processing back-office business, there are 5 sub-processes. Three out of those five processes are non-critical. The remaining two are extremely critical. Due to the criticality levels of those two processes, each transaction is monitored by the quality control team. To maintain consistency, they have extended this rule of auditing each transaction for the remaining non-critical processes as well. Some believe that conducting 100% audits for non-critical processes is waste because auditors could just audit a few samples.

Identify the type of waste in this process from the given choices.

Options:

- **Defects** –the quality control team wants to eliminate defects / errors / rework from the process
- **Over Production** – producing too much, the efforts of the quality control team are not aligned with complexity or customer needs
- **Non-Utilized Skills** – Failure to utilize the time and talents of people. Significant portion of auditor time is “wasted” on low value activities

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ACTIVITY 02:

Matrix Corp. is facing a challenge that 90% of their internal employees and vendors do not arrive at work on time. Currently, the manager (who creates weekly rosters) is sending those to the client for review and approval. The senior management feels that the manager responsible for creating rosters is not doing his job well. Hence, she has been instructed to send completed rosters for additional approvals to the production manager and to his department manager. This is further causing delay in releasing the roster.

Identify the type of waste in this situation from the given choices.

Options:

- **Transfer (Transportation)** – work transferring across platforms, non-essential transportation. Excessive back and forth of rosters, repeated follow-ups with the production and department manager.
- **Waiting** – Employees waiting for release of new rosters
- **Excess Processing** – excessive processing of transaction. Similar information being captured in several places

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ACTIVITY 03:

George, a manager of a business process has been instructed to hire 15 new resources. To raise requisition of new resources, George has to:

- Fill out a physical form detailing the need for resources. This form has 45 parameters and each parameter has to be filled accurately. The guidelines on how to fill the form are not clear.
- Seek signatures on the physical form from the manager of production department. This production department manager is located in another building.
- Scan the form and send the scanned copy to the human resources manager for further processing. The human resources manager caters to many other businesses that send similar requests to him. He is currently processing those requests that have come to him 2 weeks ago. So, George's request is going to be pending for at least 1.5 to 2 weeks.

Identify the type of waste from the given choices.

Options:

- **Defects** – George has to fill out 45 parameters of a physical form & each parameter has to be filled accurately. The guidelines on how to fill the form are not clear. Hence, there is a high risk that George will update incorrect OR no information on some parameters.
- **Motion** – George has to seek signatures from the manager of production department located in another building. This is waste of motion.
- **Inventory** – the human resources manager has a backlog of work of over 2 weeks. So, George's work is stuck in his in-box as inventory and not being processed.

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