Gemba: Waste Walk

Project or Team: **Date:**

No.	Type of Waste	What did you observe?
1	**Over-Production** *Making or processing more than is necessary or making things faster than is necessary* *Completing unnecessary forms, having to involve people that don't contribute.*	
2	**Transportation** *Unnecessary handoffs, transfers, distances of material & information.* *Sending forms to clients to sign or requesting information from 3rd parties.*	
3	**Inventories** *Information or things e.g. customers or forms waiting in a queue* *Backlog of customers waiting for service. Excess stock in store rooms that is not being used (could be paper forms)*	
4	**Motion** *Unnecessary people movements and journeys, travel, walking, searching* *Visits for which the information could have been collected earlier or in a different way, staff going to different offices*	
5	**Producing Defective Products/Correction** *Rework, work done because of errors in a previous process* *Re-doing assessments because correct information was not provided in the first place.*	
6	**Over-Processing** *Redundant or unnecessary processing. Things we do that don't add any value but add cost.* *Answering phone to other staff asking for results*	
7	**Waiting** *People waiting for things or information to arrive. Information waiting on people to arrive.* *Waiting for a result from a different service (e.g. Health) before you can continue.*	
8	**Under utilized human potential** *Not making the best use of the people involved* *Not providing the business tools needed to perform and continuously improve each employee's assigned work*	