



# **Business Improvement Resources**

## An Introduction to Lean Thinking

Feel free to use this template to support your work.

Contact us to facilitate a kaizen blitz business improvement session with employee problem solving to identify where waste is happening across processes and to develop business improvement plans.

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# AN INTRODUCTION TO LEAN THINKING

- The original seven wastes was developed by Taiichi Ohno, the Chief Engineer at Toyota, as part of the [Toyota Production System](#) (TPS)
- Lean thinking and waste reduction can be adapted and applied to the charity and social enterprise sector
- Waste is any action or step in a process that does not add value to the customer
- Lean thinking aims to remove waste from work processes
- Lean thinking translates to money savings, increased profits and improved impact



<https://kanbanize.com/lean-management/value-waste/7-wastes-of-lean>

Type of waste	Operation examples
<b>Transportation</b>	Wasted time moving services, travel, task switching, unnecessary long customer journey.
<b>Inventory</b>	Stock, buildings.
<b>Motion</b>	Badly structured workspaces and lack of organisational paths, too many meetings, extra effort to find information. Anything that is over complicated and unnecessary.
<b>Waiting</b>	Any time spent waiting for people, equipment, meetings, documents, approvals etc.
<b>Over-production</b>	Producing or providing too much.
<b>Over-processing</b>	Doing more than the customer has asked for. Any work completed that doesn't bring value to the customers.
<b>Defects</b>	Collecting the wrong data, re-writing reports, redoing work. Services that fail to meet customer needs

## Exercise

For each of the areas of waste identified complete this table and then in teams agree on the actions to be taken to reduce waste.

Type of waste	Where waste is happening	Actions to be taken	By who	By when
Transportation				
Inventory				
Motion				
Waiting				
Over-production				
Over-processing				
Defects				