



### Eight Types of Waste Found in the Service Industry

Waste Category	Definition	Examples
Correction	Rework because of defects, poor quality or errors	Incomplete paperwork, job loss due to bad match, invoices kicked back because POS was not in place
Overproduction & the production of unwanted products/services	Producing more, sooner, or faster than required by the next process. (log jams)—or things that customers do not want	Intake too many people, unnecessary assessments or evaluations, un-used reports or data, developing job without a candidate, “classes”
Motion	Unnecessary staff or consumer movement (travel, searching, walking)	Looking for forms/files, walking between offices, to/from file room, running upstairs to get something , no printers next to desk, coming to center before going to activity site
Material Movement	Unnecessary material movement	Jobseeker moving between offices to complete intake, files back and forth to file room, Bureaucratic sign-off on forms, having consumers come to office instead of meeting at community sites
Waiting	People, information, approval, idle time	Jobseekers waiting (forms, authorization, assessment, training, placement), waiting for DOR to authorize service, waiting for others to arrive
Inventory	Information or customers in a queue, excess supplies	Supplies or equipment that is not being utilized, job seekers enrolled-waiting for placement
Over-processing	Redundant or unnecessary processing	Having to enter information into multiple forms/databases/files, unnecessary training or certification for staff/job seekers, sending an e-mail <u>and</u> fax, multiple reports/forms with same information
Underutilization of people	Underutilized staff potential or hours	Job developer filing case records and travel training, sifting through e-mails, no contracts-down time