

Implementing Set in Order (Seiton)



KEY LEARNINGS: IMPLEMENTING SET IN ORDER (SEITON)

Structuring Service Operations for Efficiency: The Set in Order Step

- Objective: Organize both physical and digital workspaces to maximize efficiency, reduce time waste, and enhance customer and team experiences.
- Goal: Ensure everything has a designated place and is easily accessible, creating a seamless workflow.

Key Steps to Implement Set in Order

1. Arrange Workspaces for Efficiency:

- Place frequently used items within arm's reach.
- Store less-used items in easily accessible secondary areas.
- Example: In a call center, keep headsets and reference materials close, while personal items are stored away.

2. Organize Digital Environments:

- Bring frequently used files and applications to the forefront.
- Use logical folder structures and shortcuts to mirror workflows.
- Example: Create well-labeled folders and use email filters to prioritize tasks.

3. Visual Management:

- Use labels, color-coding, and signage to create clarity.
- Example: In banks, labeled zones for services (personal banking, loans, etc.) help both staff and customers navigate easily.

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Advanced Techniques for Set in Order

1. Zoning:

- Divide the workspace into clearly defined functional areas.
- Example: Hospitals use signage to guide patients to different departments, while restaurants have distinct zones for dining, kitchen, and restrooms.

2. Shadow Boards:

- Assign tools specific spots marked by their outlines to ensure quick access and prevent loss.
- Examples:
 - Facilities management: Tools like mops and screwdrivers have designated spots.
 - Schools: Janitorial staff can easily locate cleaning supplies between tasks.

3. Kanban Systems:

- Use visual boards to track tasks and workflows with categories like “To Do,” “In Progress,” and “Completed.”
- Examples:
 - IT departments prioritize service requests.
 - Event planning teams track task progress for large conferences.

4. Digital Dashboards:

- Provide real-time access to data and performance metrics.
- Examples:
 - Sales teams monitor performance and adjust strategies.
 - Retail stores track inventory levels to prevent stockouts.

5. Color-Coding:

- Assign colors to files, zones, or tasks for quick identification.
- Examples:
 - Offices: Red for urgent, yellow for pending, and green for completed tasks.
 - Hospitals: Color-coded patient records enhance efficiency in accessing information.

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Benefits of Set in Order

- **Improved Efficiency:** Reduces time spent searching for tools or information.
- **Enhanced Customer Experience:** Clear layouts and signage improve navigation and satisfaction.
- **Team Involvement:** Inviting staff input ensures practical, user-friendly systems.

Key Takeaways

- Set in Order isn't just about tidiness—it's about creating a structured environment that minimizes waste and enhances productivity.
- Tools like zoning, shadow boards, Kanban systems, and digital dashboards streamline workflows and support consistency.
- A well-organized workspace benefits both staff and customers by reducing confusion, delays, and errors.