# Quiz 2 - Common Wastes in Service Environments

## Situation-Based Questions

**1. A hospital is facing delays in patient check-ins due to staff switching between multiple software systems to retrieve patient details. What type of waste does this scenario represent, and which 5S step can address it?** A) Motion waste; Shine  
 B) Waiting waste; Set in Order  
 C) Motion waste; Set in Order  
 D) Defect waste; Sustain

**Correct Answer:** C  
 **Explanation:** The unnecessary switching between systems is motion waste. The "Set in Order" step reduces this waste by ensuring that all tools and information are easily accessible.

**Why Incorrect:**

* A: Shine focuses on maintaining clarity and reliability, not specifically addressing motion waste.
* B: The issue here is unnecessary movement, not waiting time.
* D: This scenario is unrelated to defect waste.

**2. A customer service team struggles with inconsistent responses to complaints. Which 5S step can help ensure a uniform experience?** A) Shine  
 B) Sort  
 C) Standardize  
 D) Sustain

**Correct Answer:** C  
 **Explanation:** Standardize ensures uniform procedures and consistent responses, improving the customer experience and reducing over-processing waste.

**Why Incorrect:**

* A: Shine focuses on process clarity and efficiency, not consistency in handling complaints.
* B: Sorting involves eliminating unnecessary steps, not ensuring consistency.
* D: Sustaining builds on improvements but does not directly establish uniformity.

**3. Which waste type best describes employees spending time manually entering repetitive customer data into a system?** A) Waiting  
 B) Overproduction  
 C) Excess Processing  
 D) Motion

**Correct Answer:** C  
 **Explanation:** Manually entering data unnecessarily represents excess processing waste, as it involves more work than needed.

**Why Incorrect:**

* A: The waste is in the task, not waiting.
* B: Overproduction refers to producing too much, not repetitive tasks.
* D: Motion relates to physical movement, not data entry.

**4. A restaurant keeps extra ingredients on hand "just in case," causing clutter and spoilage. Which waste type and 5S step can address this?** A) Inventory waste; Sort  
 B) Inventory waste; Shine  
 C) Defect waste; Sustain  
 D) Waiting waste; Set in Order

**Correct Answer:** A  
 **Explanation:** Excess ingredients represent inventory waste, which can be addressed through the "Sort" step by keeping only necessary items.

**Why Incorrect:**

* B: Shine improves efficiency and maintenance, not inventory management.
* C: The issue is inventory, not defects.
* D: The waste here is inventory, not waiting.

**5. A coffee shop frequently receives complaints about incorrect orders. Which waste type and 5S step are most relevant?** A) Defect waste; Standardize  
 B) Waiting waste; Shine  
 C) Overproduction waste; Sort  
 D) Transportation waste; Sustain

**Correct Answer:** A  
 **Explanation:** Incorrect orders are defect waste, and "Standardize" can reduce errors by creating consistent processes for order preparation.

**Why Incorrect:**

* B: This is not a waiting issue.
* C: Overproduction is unrelated to incorrect orders.
* D: Transportation waste does not apply here.

## Content-Based Questions

**6. Which type of waste occurs when a cashier repeatedly steps away to look up product prices?** A) Waiting waste  
 B) Motion waste  
 C) Inventory waste  
 D) Excess Processing

**Correct Answer:** B  
**Explanation:** Unnecessary movement by the cashier represents motion waste.

**Why Incorrect:**

* A: Waiting applies to delays experienced by the customer, not the cashier’s movement.
* C: Inventory waste involves excess stock, not movement.
* D: Excess processing involves redundant steps, not physical motion.

**7. How can "Shine" be applied in a service environment like a bank?** A) Ensuring the workspace is physically clean only  
 B) Updating and maintaining tools like software systems  
 C) Minimizing inventory levels  
 D) Organizing items in the order of use

**Correct Answer:** B  
 **Explanation:** In service environments, Shine includes maintaining tools (e.g., software systems) to ensure process efficiency and clarity.

**Why Incorrect:**

* A: Shine is more than physical cleanliness in service.
* C: Minimizing inventory falls under Sort, not Shine.
* D: Organizing items relates to Set in Order.

**8. What is an example of non-utilized talent waste in a call center?** A) Employees working overtime unnecessarily  
 B) Call agents lacking opportunities to use their full skill sets  
 C) Customers waiting too long for assistance  
 D) Call agents entering repetitive data into the system

**Correct Answer:** B  
 **Explanation:** Non-utilized talent waste occurs when employees are not given the opportunity to fully use their skills.

**Why Incorrect:**

* A: This may relate to other types of inefficiencies, not underutilization of talent.
* C: Waiting relates to customer delays, not employee skills.
* D: This is excess processing waste, not underutilization.

**9. A hotel struggles with long check-in times because staff must search through poorly organized files. Which 5S step can address this?** A) Sort  
 B) Set in Order  
 C) Standardize  
 D) Sustain

**Correct Answer:** B  
 **Explanation:** Set in Order involves organizing materials for easy access, reducing motion and waiting wastes.

**Why Incorrect:**

* A: Sort removes unnecessary items but doesn’t focus on arrangement.
* C: Standardize creates uniform processes, not physical organization.
* D: Sustain ensures long-term adherence, not initial organization.

**10. Why is it crucial to address transportation waste in service industries?** A) It directly impacts customer satisfaction through reduced delays.  
 B) It eliminates excess inventory.  
 C) It ensures consistent service delivery.  
 D) It minimizes unnecessary data entry.

**Correct Answer:** A  
 **Explanation:** Transportation waste involves unnecessary movement of materials or information, which can cause delays that affect customer satisfaction.

**Why Incorrect:**

* B: Excess inventory is inventory waste, not transportation waste.
* C: While important, consistent service delivery relates more to Standardize.
* D: Data entry is excess processing waste, not transportation.