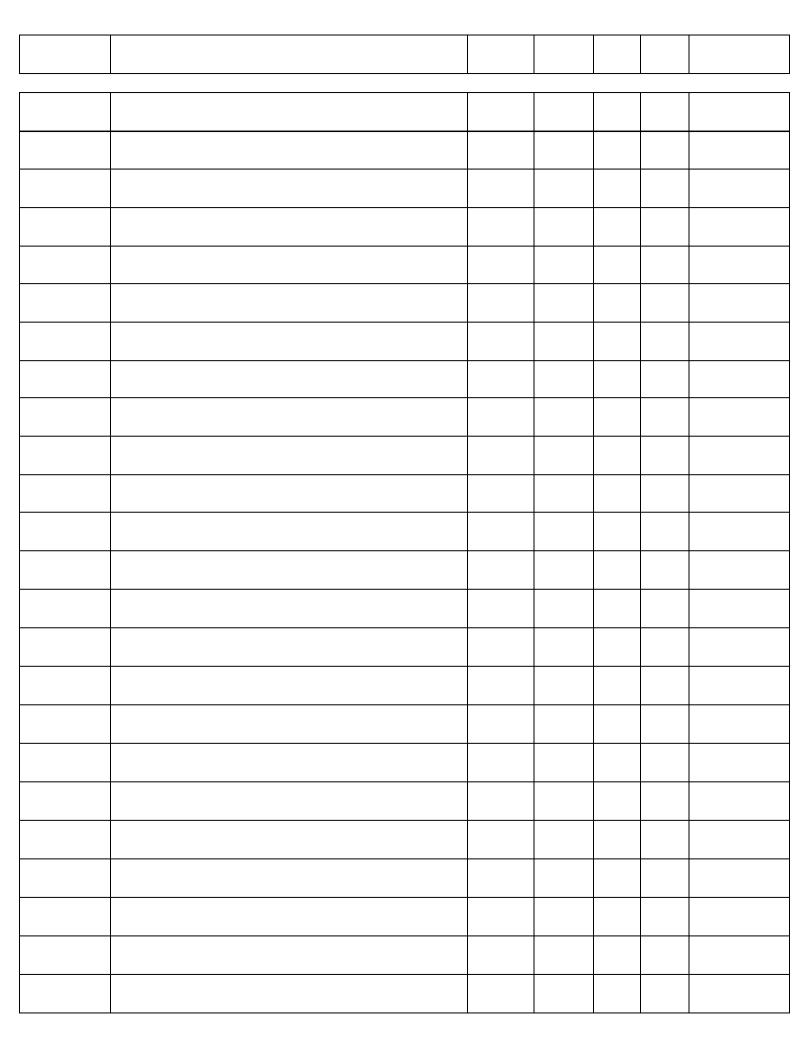
NVA/WASTE ANALYSIS									
Department	Activity	Cycle Time	Before Improvement			Action plan after VA/NVA			
		(Min)	VA	NVA	ENVA	analysis			
Ecommerce-Return	Return request raised By customer								
	Customer Pincode Service Validation								
	Return authorization issued								
	Customer ships product back								
	Product received and inspected								
	Refund or replacement issued								
	Restocking or disposal								
Waste Analysis	Customer submits return request	2	VA						
	Manual validation by support team	10	NVA			Can be Automated			
	Issuing Return Authentication manually	5	NVA			Can be Automated			
	Customer Ship the product back	-Varies	VA			Out of control Area			
	Product Received at Warehouse	4	VA						
	Manual Checking of product	8	NVA			Can be optimized through SOP			
	Manual Refund Process	5	NVA			Should automatically triggered			
	Repackaging or Restocking	5	VA						
	Disposal of unsellable goods	3	NVA			Could be reduced by better QC			



## Summary

• **Total Time**: 42 minutes

• Value-Added Time (VA): 11 minutes

• Non-Value-Added Time (NVA): 31 minutes

• % VA Time =  $(17 / 42) \times 100 \approx 26.19\%$ 

• % NVA Time = (25 / 42) × 100 ≈ **73.81**%