

# Phase 3-Process Analysis

Task started on Wednesday, April 12, 2023

Team members

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What we learned

Configured waste management analysis. How to identify processes causing wait, processes causing excess movement and overdo processes

Problems faced:

It was difficult to identify processes which were adding no value

For example, return process is considered as a defect process but in our process it was important for customer value addition

Problems resolved:

Return process is adding value to customer but is a defect for business as all the returned items are of no use to the business