Lean Six Sigma Management I

Assignment 1

Question 1: Which of the ‘8 wastes’ does Starbucks plan to address within its operations? Please provide, as part of your response: Identification of the wastes described, Description of the problem Starbucks is experiencing as a result of each specific waste, and how Starbucks plans to eliminate or reduce the waste.

* Starbucks plans to address are ware of employee motion (reaching, bending, etc.) then their waste of inventory for bakery suppliers and their ware of resources such as employees. They plan to address these wastes by getting rid of bottlenecks that were previously in their drink preparations and inventory stocking systems. They also plan to color code their milk varieties and place coffee beans in more accessible locations.

Question 2: In a Lean enterprise Inventory is said to be "evil". How might the waste of Inventory produce other wastes? Comment on at least two other wastes created by the waste of Inventory.

* Wasted inventory can also create waste of transportation, or the cost of moving inventory to other locations that you no longer need, then also waste of motion which is storing the inventory. This also is just a waste of resources because you are paying people to move and store the inventory.

Question 3: Describe the meaning of Kaizen in a Lean enterprise and how it is carried out to best of your understanding at this point in your Lean-learning.

* Kaizen in a lean business means an event that is aimed at waste elimination. This typically follows the structured process known as the A-3 approach where its purpose is to define problems in a measurable term, identify causes of wastes, implement solutions, and test the solutions.

Question 4: Observe an operation of your choice (suggestions: fast food, copy center, grocery checkout, etc.). What wastes do you observe? Note the waste (i.e., T, R, I, M, W, O, O and/or D) and a description of the waste.

* For this ill use my own company of employment, Opus Agency, which is a large-scale event planning business. For example, we do event planning for large scale conferences and live remote events like tech releases. One of the largest wastes I see right now is unused talent. We have many employees that are very capable but are not put to work as much as they should because the company isn’t connected enough. Many of the systems that we use are independent of each other which doesn’t allow employees to work as much or efficiently as they should. Also many of the employees should be doing other tasks related to their department but because of the lack of connectivity they have no way to access those tasks.