

Lean Management



DIGITAL OPERATIONS

Lean in Office



Agenda

- 👁 Background
- 👁 Lean in Office
- 👁 Summary



Background

- ✓ Overview
- ✓ Objective



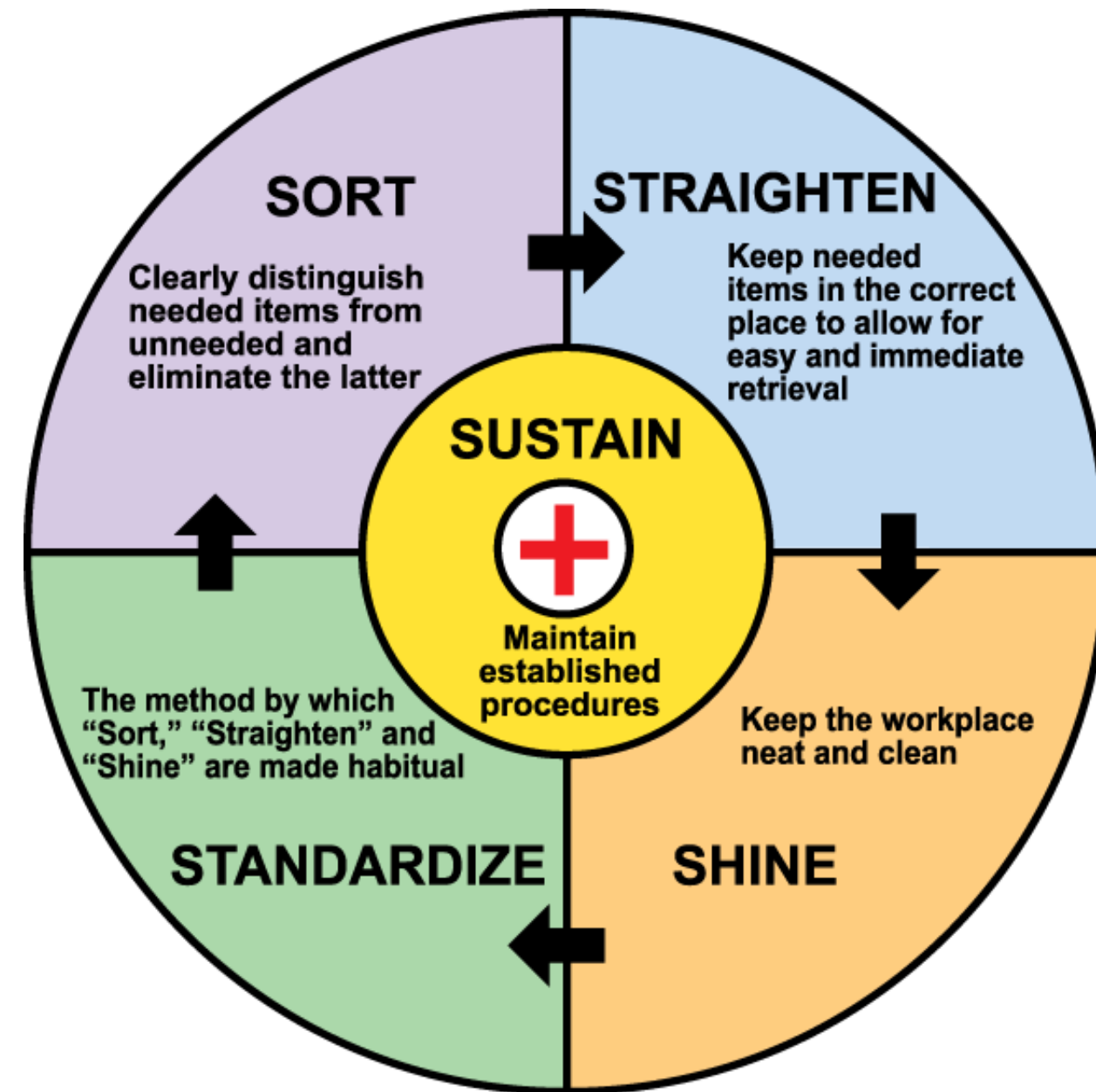
Lean in Office

5S in Office Types of Waste in Office



5S in Office

- ✓ Overview
- ✓ Seiri (Sort)
- ✓ Seiton (Simplify or set in order)
- ✓ Seiso (Sweep, shine and check)
- ✓ Seiketsu (Standardize)
- ✓ Shitsuke (Sustain)



Types of Waste in Office

Waste Type	Examples
Defects	<ul style="list-style-type: none">• Data entry errors• Pricing errors• Lost file or records• Incorrect information on a report or document
Overproduction	<ul style="list-style-type: none">• Printing before need• Creating reports that no one needs or reads• Processing paperwork before next person is ready
Inventory	<ul style="list-style-type: none">• Office Supplies• Sales Literature• Reports
Non-Value-Add Processing	<ul style="list-style-type: none">• Re-entering data• Extra copies• Excessive reviews• Multiple approvals or signatures



Types of Waste in Office

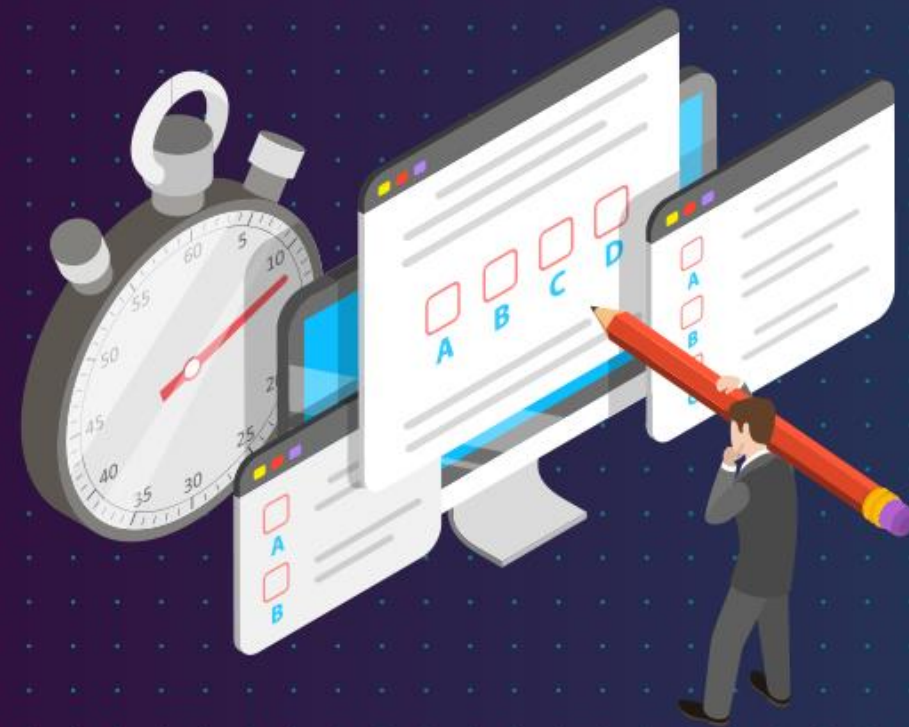
Waste Type	Examples
Waiting	<ul style="list-style-type: none">• System response time, downtime• Waiting for approvals• Waiting for previous process step to complete• Waiting for instructions
Extra Motion	<ul style="list-style-type: none">• Excessive or unnecessary emails and documents
Transportation	<ul style="list-style-type: none">• Poor office layout• Multiple trips between two office locations
Underutilization	<ul style="list-style-type: none">• Limited employee authority for basic tasks• Management command and control• Inadequate/unavailable business tools



Key Takeaways

- Background
- Lean in office
- 5S in office
- Waste identification in office





Knowledge Check

Knowledge Check

1

What type of waste is creating extra reports that no one needs?

- A. Overproduction
- B. Inventory
- C. Defects
- D. Motion



Knowledge Check

1

What type of waste is creating extra reports that no one needs?

- A. Overproduction
- B. Inventory
- C. Defects
- D. Motion



The correct answer is **A**

Creating extra reports that no one needs would fall into overproduction category.

**Knowledge
Check**
2

Color coding office files is what technique of 5S tool?

- A. Sort
- B. Shine
- C. Sustain
- D. Set in order



Knowledge Check

2

Color coding office files is what technique of 5S tool?

- A. Sort
- B. Shine
- C. Sustain
- D. Set in order



The correct answer is **D**

Color coding is the technique used to set in order.