

The 8 WASTES



Waste is defined as anything that does not add value from the customer’s perspective. There are two types of waste:

Type I Waste: Adds no value from the customers viewpoint but is needed for proper operations.

Example: Calibration of equipment.

Type II Waste: Adds no value and can be eliminated immediately.

Example: Extra Walking, redundant paperwork

8 Common Wastes Observed in Processes:

D efects	Work or services that are not completed correctly- a mistake or error. <i>Example: Medication error or wrong meal delivered to a resident, incorrect/ missing information on a form</i>
O verproduction	Producing more than is needed, faster than needed, or before it’s needed. <i>Example: ordering an MRI in addition to an X-ray, when an X-ray is all that is needed.</i>
W aiting	Idle time when material, information, people or equipment is waiting for the next step/ action. <i>Example: In patients waiting for diagnostic imaging causing their LOS to increase.</i>
N on-utilized Talent	Not utilizing all the skills of the employees to their scope of practice. <i>Example: RN spending time writing the same information in five locations.</i>
T ransportation	Moving equipment, supplies or information from place to place. <i>Example: taking IV pumps back and forth through the unit</i>
I nventory	More material, supplies, equipment, parts on hand than what is needed. Oversupply requires extra space and purchasing supplies that never get used, or expire, waste resources that could be better spent for value-added care. <i>Example: OR stocking 40 styles of sutures when the surgeons only use 12</i>
M otion	Unnecessary movement by employees/ people to complete an activity, including walking. Note: walking by yourself is motion waste, while walking with equipment/samples/supplies is transportation waste. <i>Example: The layout of the lab requires the tech to walk back and forth to access equipment required to perform sample analysis</i>
E xtra Processing	Adding more work or effort that what is truly required in production or communication that does not add value to a product or service. <i>Example: redundant paperwork, triple checks, adding details that do not add value to documentation</i>

An easy way to remember the 8 Wastes is by using the acronym DOWNTIME