Identifying Waste in Office Work

Module 1: Introduction to Waste in Lean

- What is waste (Muda)
- Why waste reduction is important in office work
- Difference between value-added and non-value added work
- Examples from office environments

Module 2: The 7 Types of Waste

- Transportation (unnecessary movement of documents/information)
- Inventory (backlog of emails, files, tasks)
- Motion (excess movement of people)
- Waiting (delays in approvals, responses)
- Overproduction (extra reports, unnecessary work)
- Overprocessing (doing more than required)
- Defects (errors, rework)

Module 3: Spotting Waste in Daily Office Tasks

- Emails, meetings, reporting, approvals
- Identifying delays, duplication, and inefficiencies
- Real-life office scenarios

Module 4: Tools to Identify Waste

- Simple process mapping
- Asking key questions:
  - Is this step necessary?
  - Does this add value?
  - Can this be simplified or removed?
- Observing workflows

Module 5: Activity & Application

- Analyze a common office process (e.g., email handling, report creation)
- Identify different types of waste
- Suggest improvements
- Key takeaways: reduce waste to improve productivity and efficiency