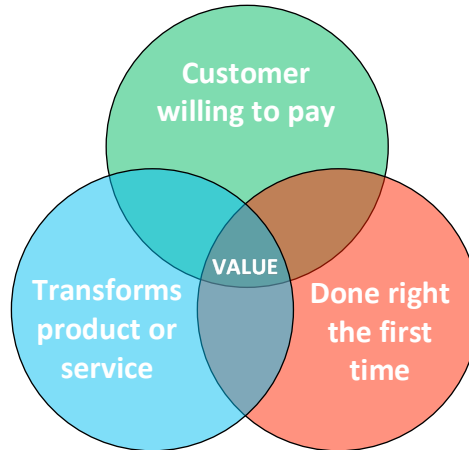


Create Value. Eliminate Waste.

Value is in the eye of the customer

VALUE-added

- **Customer** is willing to “pay” for it **and**
- Transforms the product or service **and**
- Done right the first time



NON-VALUE-added

- **Customer** is not willing to pay for it **or**
- Takes time, resources, space but does not add value **or**
- Not done right the first time

The 7 types of waste

T

Transportation

Piling or moving materials, parts, or finished goods

W

Waiting

Workers standing around, product waiting for approval

I

Inventory

Materials, work in progress (WIP), or finished goods in excess

O

Overproduction

Generating in excess of demand

M

Motion

Unnecessary movement: picking up, putting down, walking, searching, reaching

O

Overprocessing

Overwork, extra steps taken beyond customer needs

D

Defects

Rework or scrap

The Peters Company helps businesses reduce risk and gain tactical advantage over competitors by building their only appreciating asset...their people. We coach management and train staff to apply Lean principles—the Toyota Production System—to drive a culture of continuous improvement.

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