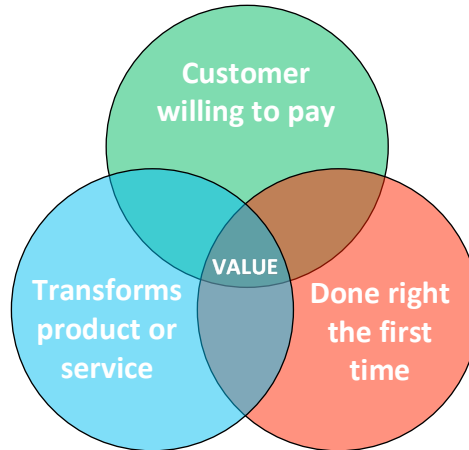


Create Value. Eliminate Waste.

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

Any action that moves product, information or materials from one place to another.

W

Waiting

When people wait, or when materials or product are idle

I

Inventory

Accumulating more than the minimum needed for a process.

O

Overproduction

Generating in excess of customer demand

M

Motion

Movement of people. 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.