

To continually examine our processes to provide greater value to our customers without waste.

# The Lean Line

**WOW**



## Focusing on the Waste: “Waiting Time”

One of the 8 common wastes that we want to tackle this year in our War on Waste (WOW) is titled “**Waiting Time**”. As previously mentioned, “waste” is defined as anything other than the MINIMUM amount of time, equipment, tools, material, parts, people, and space required to ADD VALUE to the product/service/information-data.

Examples of **Waiting Time** waste include:

- Waiting for information, answers, materials, tools
- Late arrival of material, equipment, tools
- Long product/supplier lead times
- Repairing equipment
- Not correcting previously discovered problems
- Waiting for other trade completions
- Poor coordination with other trades &/or general contractors
- Delayed decisions
- Waiting for supervisor to tell you what to do
- Not understanding scope of work or instructions
- Lack of clear communication (not understood; not listening)
- Not having complete work package of material
- Not using proper tools
- Not having a clear work space / area
- Waiting for others to show up for meetings or classes
- Not completing action items from previous meetings
- Not being prepared for meetings
- Not following up promptly on return phone calls, emails, or messages
- Waiting for paperwork or material from previous step, or not being ready for it when it arrives (poor process flow; bottlenecks)



Following are real-life examples of **Waiting Time** waste at Grunau:

- Crew is sent to job site to balance but the work can't be done because the electrical work has not been completed.
- VAV box is not on site when crew needs it or units are arriving sporadically so crews are scrambling to fill in the best they can.
- Material is missing to complete the job so people have to go back later to finish the work.
- Other employee's work is held up because they are waiting for information from a coworker before they can finish the rest of the process.

Every day people waste time and energy **Waiting** for other people or other things, so let's make a concerted effort to help reduce or eliminate this waste. Let one of the Lean Team members know how you have helped us win this **War on Waste**.