

# PROCESS WASTE

**MEBUWOOD** is a memory-jogging acronym for the eight types of waste that can afflict a process. It's tailored for professional service organizations.



<b>M</b> MOTION	<b>E</b> EXCESS INFORMATION	<b>B</b> BACKLOG	<b>U</b> UNDER- UTILIZATION	<b>W</b> WAITING	<b>O</b> OVER- PROCESSING	<b>O</b> OVER- PRODUCTION	<b>D</b> DEFECTS
The process calls for extra movement that takes time and causes delays	The process is cluttered with too much information in too many places	Incoming work stacks up and becomes its own “work in process” inventory	The process doesn’t make best use of people or technology (or both)	We sometimes have to wait for something before the process can move again	We do extra work that doesn’t really serve the customer or add value	We produce too much of something, or we produce it before it’s required	We spend time fixing errors, looking for information, and redoing work
<ul style="list-style-type: none"> <li>Walking from one building or area to another for meetings, files, etc.</li> <li>Spending extra time to find needed items</li> <li>Searching for needed files on your computer, a shared drive, or elsewhere</li> <li>Copying information from one application to another</li> <li>Customers going to multiple locations</li> </ul>	<ul style="list-style-type: none"> <li>Collecting information that is not needed or used (e.g., on forms, asking for unnecessary info)</li> <li>Keeping multiple copies of documents in different locations</li> <li>Obsolete or redundant data, files, records</li> </ul>	<ul style="list-style-type: none"> <li>List of requests and pending jobs not yet started</li> <li>Backlog of in-process and unfinished work</li> <li>Waiting until requests queue up in a “batch” before processing them</li> </ul>	<ul style="list-style-type: none"> <li>Employee know-how is not fully engaged</li> <li>Limited authority and responsibility for basic tasks</li> <li>Inadequate tools to get the job done</li> <li>Useful data is available but not fully leveraged</li> </ul>	<ul style="list-style-type: none"> <li>Delays receiving needed info</li> <li>Waiting for approvals or sign-offs</li> <li>Waiting for someone earlier in the process to complete their work before you can do your work</li> <li>Waiting for supplier to provide needed items</li> <li>Slow system response time</li> <li>System downtime or other tech issues</li> </ul>	<ul style="list-style-type: none"> <li>Double-checking, inspecting, verifying</li> <li>Processing data that serves no real purpose</li> <li>Multiple approvals, signatures</li> <li>Bells and whistles “nice to have” but don’t add value</li> <li>Different software working on same doc or task</li> <li>Providing expedited service when it’s not really needed</li> </ul>	<ul style="list-style-type: none"> <li>Producing services or info beyond what is needed or used</li> <li>Processing before requested</li> <li>Purchasing items before needed</li> <li>Producing extras “just in case”</li> <li>Sending info that’s not needed or requested</li> <li>Things getting outdated, being thrown away</li> <li>Printing when electronic docs are just as good</li> </ul>	<ul style="list-style-type: none"> <li>Needed information is missing or inaccurate</li> <li>Data-entry errors and mistakes on paperwork</li> <li>Processing errors</li> <li>Difficulty finding needed files or records</li> <li>Unclear on requests and what needs to be done</li> <li>Rework needed to correct mistakes</li> </ul>