

BEYOND THE SHOP

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Agenda

- Why Does This Matter?
- Lean Beyond The Production Floor
- Administrative Waste Identification
- Lean Tools for Office & Support Areas
- How to Get Started



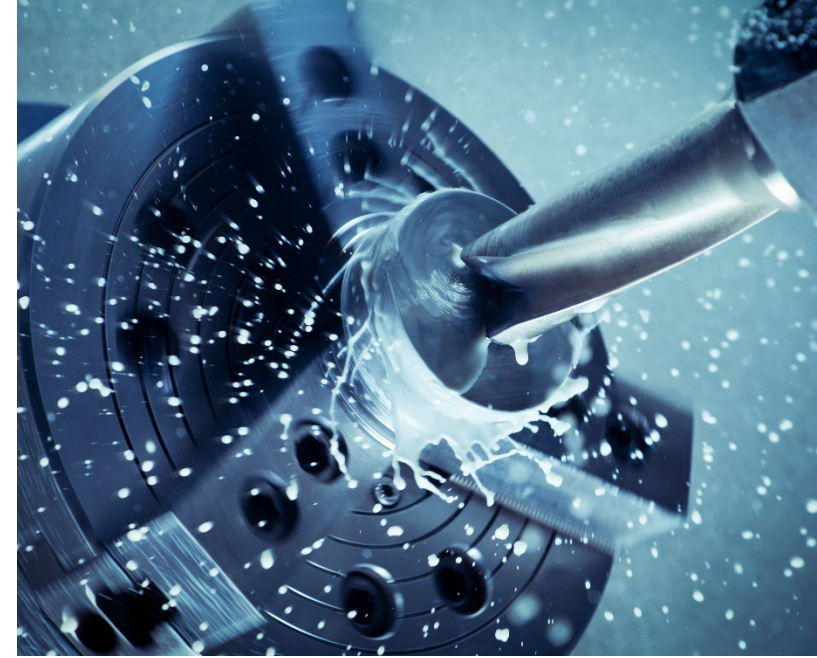
POLL #1

How mature is your Lean implementation?

- Just getting started
- Shop floor only
- Some cross-functional adoption
- Enterprise-wide Lean

Why Does This Matter?

- Plateau of Shop Floor Gains
 - Lean improvements on the shop floor often plateau as constraints shift to administrative and support processes.
- Administrative Process Constraints
 - Scheduling, purchasing, and customer service often cause the largest delays, impacting total lead time significantly.
- Benefits of Enterprise-wide Lean
 - Applying Lean principles beyond production improves operational efficiency, cash flow, and customer satisfaction.
- High Return on Administrative Improvements
 - Administrative upgrades often need low capital investment but deliver significant clarity and simpler workflows.



POLL #2

What percentage of your total lead time do you think occurs outside production?

- Less than 25%
- 25-50%
- 50-75%
- More than 75%



Lean Beyond The Production Floor

Common misconception: Lean = shop floor only

Reality: 50-80% of lead time often sits in non-production activities



Lean Beyond The Production Floor

Typical pain points:

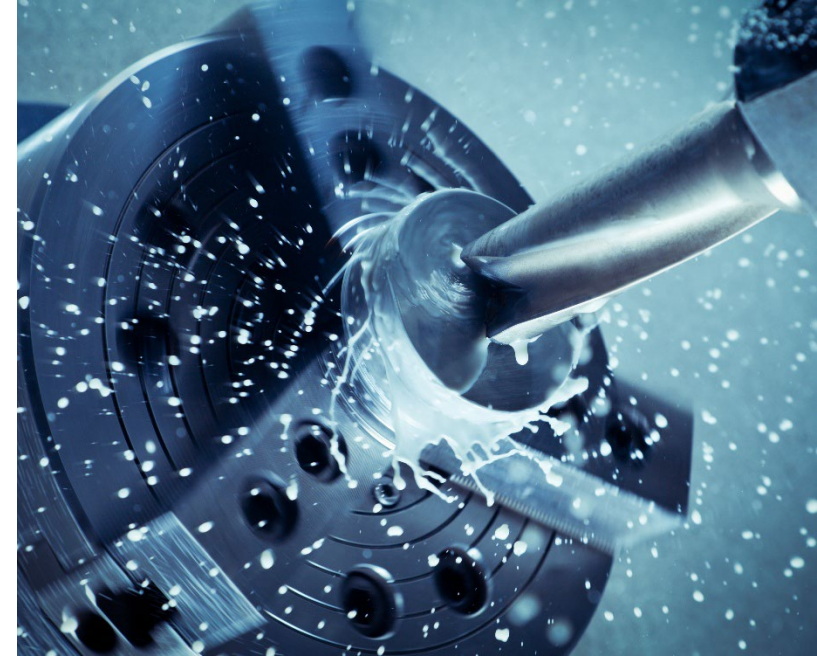
Delays, rework, poor communication

Firefighting vs. flow

Administrative Waste Identification

The "8 Wastes"

| Wastes |
|---------------------|
| Defects |
| Overproduction |
| Waiting |
| Non-Utilized People |
| Transportation |
| Inventory |
| Motion |
| Excess Processing |





Lean Tools for Office & Support Areas

Transactional Value Stream Mapping

- Map entire workflow from order intake to delivery
- Highlight delays and handoffs
- Focus on information flow—not just material flow



Lean Tools for Office & Support Areas

5S for Digital & Physical Workspaces

- Sort: Eliminate unnecessary files/data
- Set in order: Standard folder structures, naming conventions
- Shine: Clean up shared drives and systems
- Standardize: Templates and workflows
- Sustain: Governance and ownership



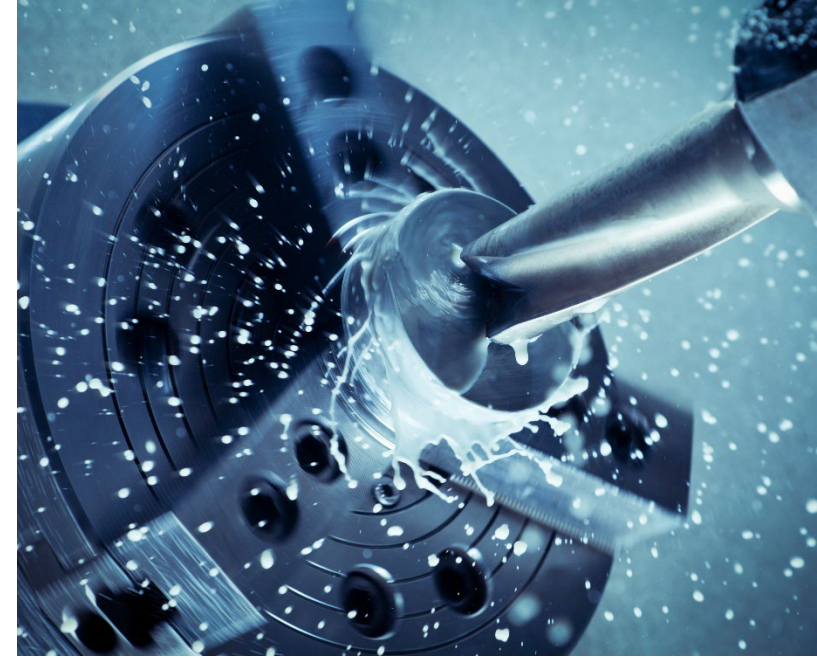
Lean Tools for Office & Support Areas

Standardized Work

- Document repeatable processes:
 - Order entry
 - Scheduling updates
 - Customer communication
- Reduces variation and errors
- Leader Standard Work

How to Get Started

- Step 1: Pick one high-impact process
- Step 2: Map current state (focus on delays)
- Step 3: Identify top sources of waste
- Step 4: Apply 1-2 Lean tools (5S, standard work, etc.)
- Step 5: Measure and iterate
- Tip: Start small; pilot before scaling



Thank You!

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