





JWA Consulting e-Learning Storyboard for Defining Waste

Section 1 of 5:

Lesson 1: Title: Defining Waste

Screen Info	Text	Audio	Graphics	Programming Notes
<p>ID: DW1 T:</p>	<p>Waste</p>	<p>This is an introduction to Waste</p>		<p>The entire RLO should be in the JWA template</p> <ul style="list-style-type: none"> • The text should be in Arial • Title Text is green and bold on a white background • Text on the screen is black on a white background • Next and back buttons will be at the bottom of the screen
<p>ID: DW2 T: The Opposite of Waste: Value Added Activity</p>	<p>The Opposite of Waste: Value Added Activity</p>	<ul style="list-style-type: none"> • The opposite of waste is...a <i>value-added activity</i>. • “Making value flow” means that patients receive “value-added” services throughout their clinic visits or hospital stays: what they want and need, when they want and need it. 	<p>A nurse or a doctor walking through the hospital</p>	

Screen Info	Text	Audio	Graphics	Programming Notes
<p>ID: DW3</p> <p>T: The Opposite of Waste: Value Added Activity</p>	<p>The Opposite of Waste: Value Added Activity</p> <p><small>* An activity which changes the form or function of a product or service in a way that enhances value from a customer's perspective</small></p> <p><small>The purpose of a Lean System is to make value flow for the customer</small></p> 	<ul style="list-style-type: none"> • A straightforward definition of a value-added activity is “Any activity that changes the form or function of a product or service.” • This means that some transformation occurs in the form, fit, or function of the product or service. 	<p>Close-up on the same person</p>	
<p>ID: DW4</p> <p>T:</p>	<p>Would the customer be willing to pay for this activity?</p> <ul style="list-style-type: none"> • Developing a diagnosis • Creating a treatment plan • Removing a gall bladder • Administering medication 	<ul style="list-style-type: none"> • A good check is, “Would the customer be willing to pay for this activity?” • Here are some example of value-added activities: <ul style="list-style-type: none"> • Developing a diagnosis • Creating a treatment plan • Removing a gall bladder • Administering medication 	<p>A person with a question mark over their head</p>	

Screen Info	Text	Audio	Graphics	Programming Notes
<p>ID: DW5 T: Defining Waste</p>	<p>An activity that consumes resources but adds no value to the service or product from the customer's viewpoint</p> <p>Also referred to as a non-value-added activity</p> <p><i>When there is waste in a process, value is not flowing</i></p>	<ul style="list-style-type: none"> • There are many ways you can define waste, but Lean philosophy requires that we define waste from our customers' point of view. • Any activity that consumes resources but adds no value for the customer is classified as non-value-added activity or waste. • 	<p>Waste</p> <ul style="list-style-type: none"> • An activity that consumes resources but adds no value to the service or product from the customer's viewpoint • Also referred to as a non-value-added activity <p><i>When there is waste in a process, value is not flowing</i></p> 	
<p>ID: DW6 T:</p>		<ul style="list-style-type: none"> • When we talk about making value flow, we are thinking about allowing the those things the customer is willing to pay for to move smoothly through our processes; right the first time. 	<p>Video clip of patient moving through the hospital system</p>	
<p>ID: DW7 T: Delays in Patient Flow Reveal Waste</p>	<p>How patients should flow:</p> <p>Patients move through the entire process with no waiting and perfect quality</p>	<ul style="list-style-type: none"> • What are examples of waste in a process that stop value from flowing (i.e., slow patient progression, delay a clinic visit)? 	<p>Delays in Patient Flow Reveal Waste</p>  <p>How patients should flow: Patients move through the entire process with no waiting and perfect quality</p> 