Quality Improvement
Examples of Waste

Waste	Description	Example
Waiting	People unable to process their work because they are waiting for people, equipment or information	• waiting for: patients; theatre staff; results, prescriptions and medicines; doctors to discharge patients
Overproduction	Producing more than is needed, or earlier than needed by the next process	• requesting unnecessary tests from pathology • keeping investigation slots 'just in case'
Rework & Defects	Rework due to faulty processes Repeating things because correct information was not provided in the first place	• readmission because of failed discharge • adverse drug reactions • repeating tests because correct information was not provided

Motion	Unnecessary people motions, travel, walking and searching Things not within reach Things not easily accessible	• unnecessary staff movement looking for paperwork, e.g. drug sheets not put back in the correct place • storing syringes and needles at opposite ends of the room • not having basic equipment in every examination room • Searching for syringe drivers etc.
Over Processing	Performing unnecessary processing steps that do not add value	• duplication of information • asking for patients' details several times • repeated clerking of patients
Inventory	Too much work in progress or stock Information or patients waiting in a queue	• excess stock in storerooms that is not being used • patients waiting to be discharged • waiting lists
Transportation	Moving patients and/or materials unnecessarily	• central equipment stores for commonly used items instead of items located where they are used • staff walking to the other end of a ward to pick up notes