

# Lean Glossary

- 5S** Waste elimination through workplace organization.
1. **Sort:** Sort through items, keep only what is needed, dispose of what is not.
  2. **Stabilize:** A place for everything and everything in its place.
  3. **Shine:** Cleaning exposes abnormal and pre-failure conditions that could hurt quality or cause failure.
  4. **Standardize:** Develop systems and procedures to maintain and monitor the first three S's.
  5. **Sustain:** Maintaining a stabilized workplace is an ongoing process of continuous improvement.

**Gemba** Actual place. 'Go and see' to thoroughly understand the situation.

**Hansei** Relentless reflection – looking back to understand what we did well and what we can improve.

**Jidoka** Stopping the process to build in quality to prevent the customer from experiencing an error.

**Kaizen blitz** Improvement for the better. A focused group of people dedicated to applying Lean tools to a specific area or process within a short period of time (usually over a period of 2 or 3 days).

**Lean** Lean is a way of doing business – building a culture of problem-solving that looks to improve the customer experience by finding more efficient ways of doing business, eliminating unnecessary hurdles, and developing a culture of problem-solvers within the organization.

**Muda** Activities that consume resources but create no value for customers.

**Muri** Waste or stress on the system due to overburdening.

**Poka-yoke** Mistake-proofing.

**Process time reduction** Reduction in the time it takes to deliver a service. May be achieved by reducing wastes of overproduction, waiting, excess motion, overprocessing, excess inventory, excess transportation, defects, underutilized employee talent.

**Takt time** Pace of customer demand. Determines how fast a process must run to meet customer demand.

**Value stream mapping** Graphical representation of steps in a process to deliver a service, usually depicting current state and ideal state, with non-value-added steps flagged for removal.