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News

Leaner in Just 30 Days
First Report Shows Numerous Opportunities to Work Smarter

We've just completed our first 30 days in Floyd's initial Lean Six Sigma 100-Day Workout, and departments across the organization are reporting some impressive numbers.

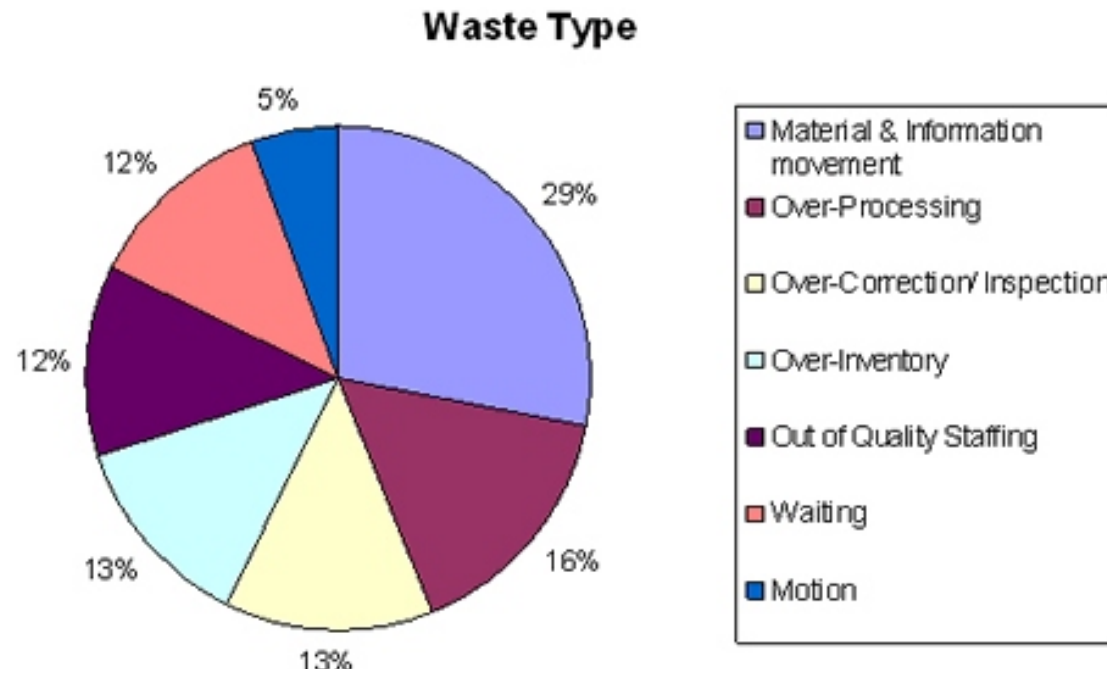
A total of 164 process changes have been identified that have the potential to improve customer service, eliminate wasted time and energy and save the organization millions over the next year. Chip Caldwell and Associates says, "Waste is the enemy of the best."

How does he define waste?

Waste is any activity or resource in an organization that does not add value for the external customer

In our journey to become the best—the healthcare Provider of Choice and the Employer of Choice, it's important to discover any obstacles that could get in the way of this vision.

Where's the waste at Floyd?



At the top of the list is **Material and Information Movement, with 28 percent or 44 of the identified process** falling in that waste category, which involves acquiring and disseminating information or merchandise. The other waste types, ranked in order of the number of identified processes that can be improved, are:

Over-Processing – 26 or 15.9 percent

This is a step in a process that does not add value for the customer, a step that can be eliminated without negatively affect quality.

Over-correction/Inspection - 22 or 13.4 percent

It takes less time to do something right the first time than it does to do it poorly only to have to correct it later.

Over-Inventory – 21 or 12.8 percent

Keeping more than what you need in stock adds no benefit and adds cost for storage or for disposal if the use-date of inventoried items expires.

Out of Quality Staffing – 20 or 12.2 percent

Staff to match demand. Having too many or too few people working at any given time is not "in-quality."

Waiting – 20 or 12.2 percent

Waiting is a waste of time, whether it's waiting for supplies or information or products or services waiting to be delivered.

Motion – 9 or 5.5 percent

This is logistics or processes that involve unnecessary movement, such as walking, lifting, reaching or stretching.