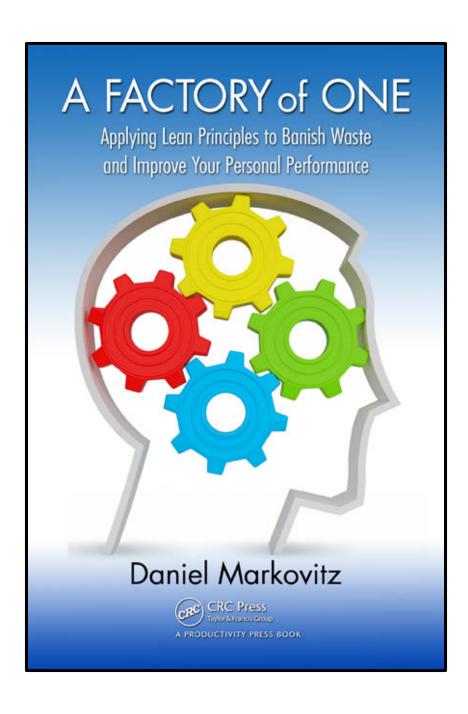
## How Do I Put Tape Outlines in My Inbox Or, Where Did My \$@#&! Day Go?





## What's the value? What's the waste?

Job	Value-Added-Activity	Non-Value Added Activity	Waste
Lawyer	Drafting patent claim	Calculating billable hours	Correcting errors made by associates
Shoe designer	Choosing colors and materials	Entering information into product spec sheet	Resending lost files to the factory
Surgeon	Operating on a patient	Filling out billing codes	Waiting to begin a delayed procedure
Architect	Designing a house	Taking conting education classes	Following up with a materials supplier on delayed samples
Florist	Arranging a flower display	Bug ang for newspan	Replacing a chipped vase
Underwriter	Determining premiums	tudyin rate tables	Looking for lost paper or electronic files



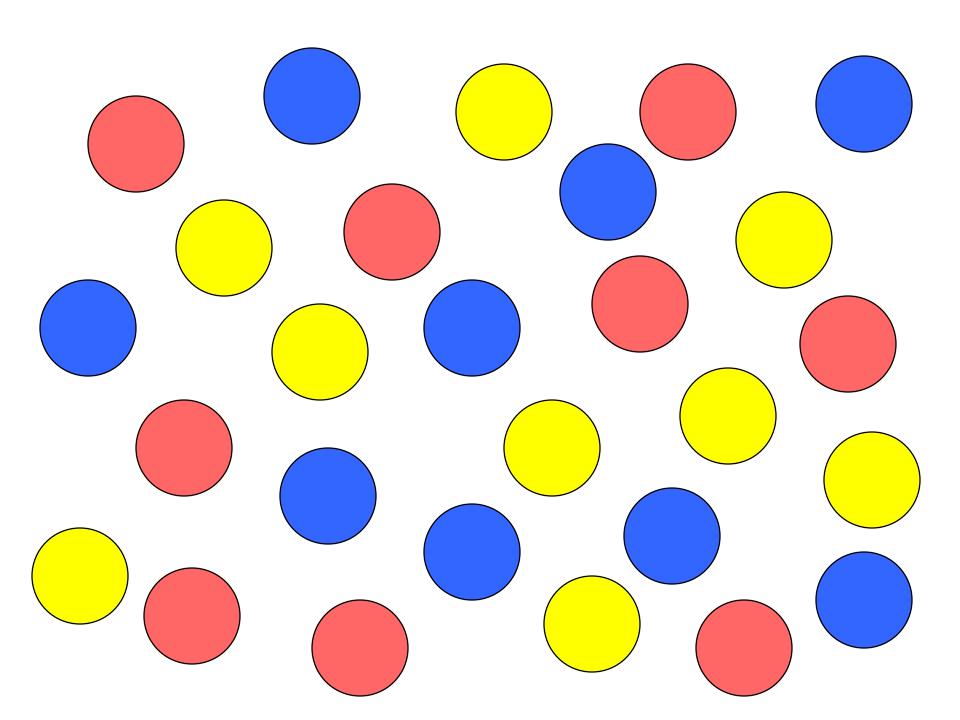
## Redesign the work.

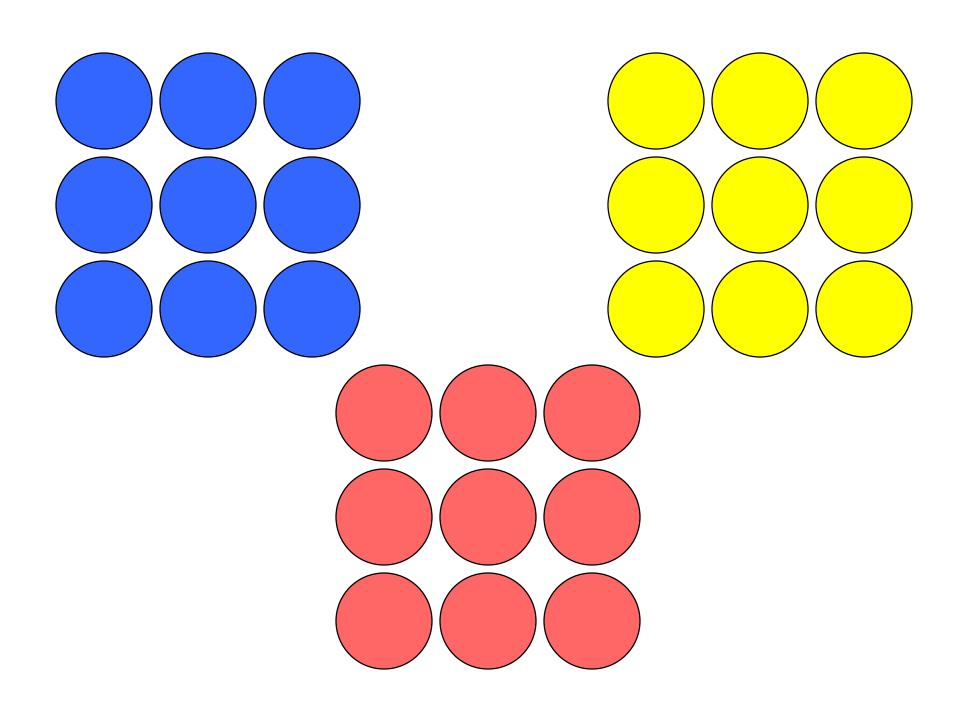
A typical Toyota assembly line in the U.S. makes thousands of operational changes in the course of a single year. That number is not just large, it's arresting, it's mind-boggling. How much have you changed your work routine in the past decade?

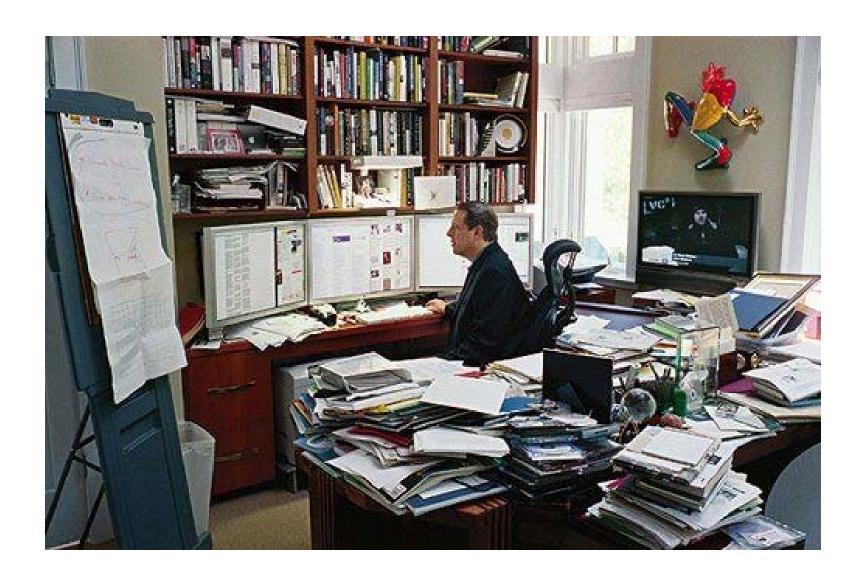
- Charles

**Fishman** 

### Information 5S









## Frequency-based Organization

#### Working files:

- (1) frequent retrieval
- (2) predictable retrieval

#### Reference files:

- (1) infrequent retrieval
- (2) unpredictable retrieval

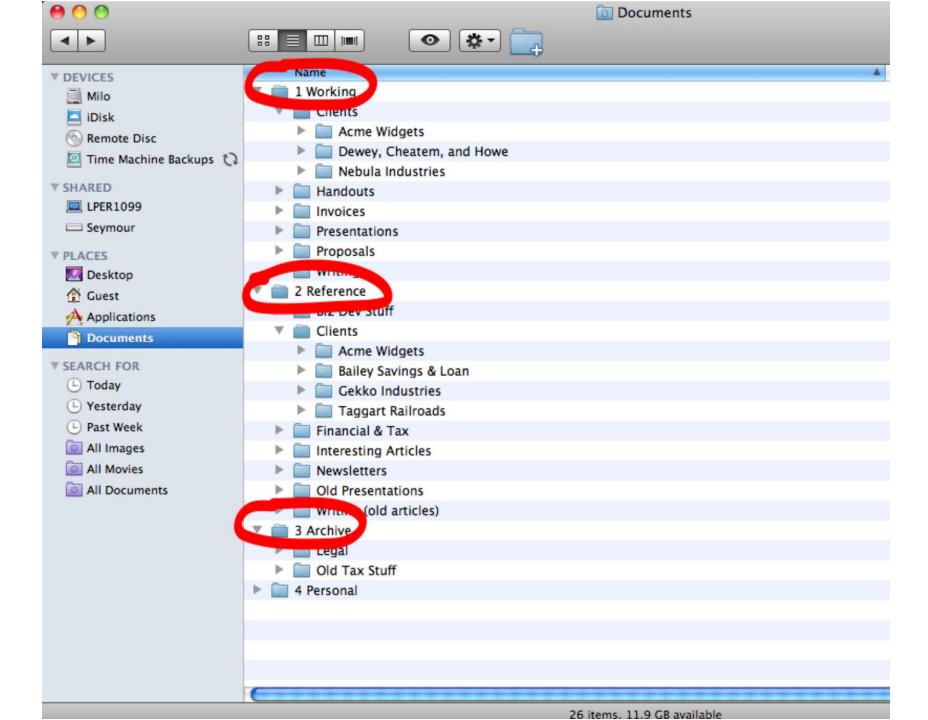
#### **Archive files:**

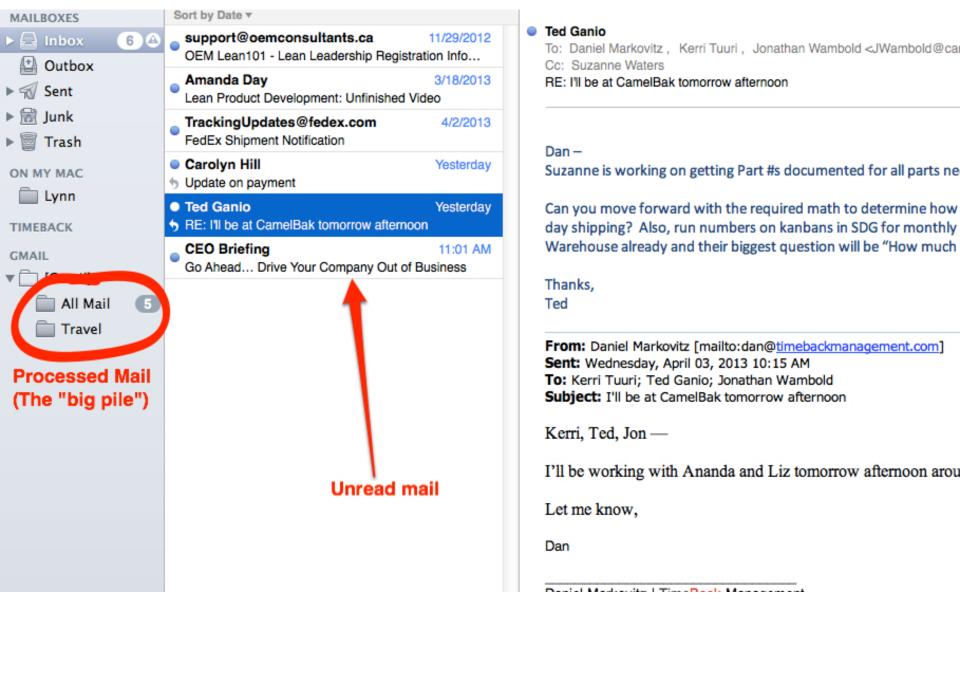
(1) no plan to retrieve, but have

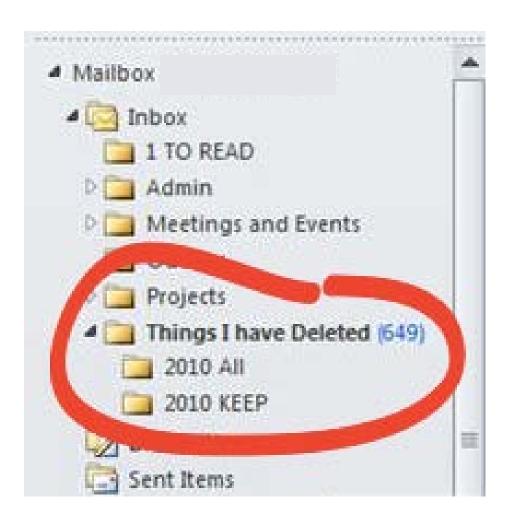
to retain

"One step, one second, one yen."

# Reference files Working files







### Standard Work

### Poll #1

#### The 4D's:

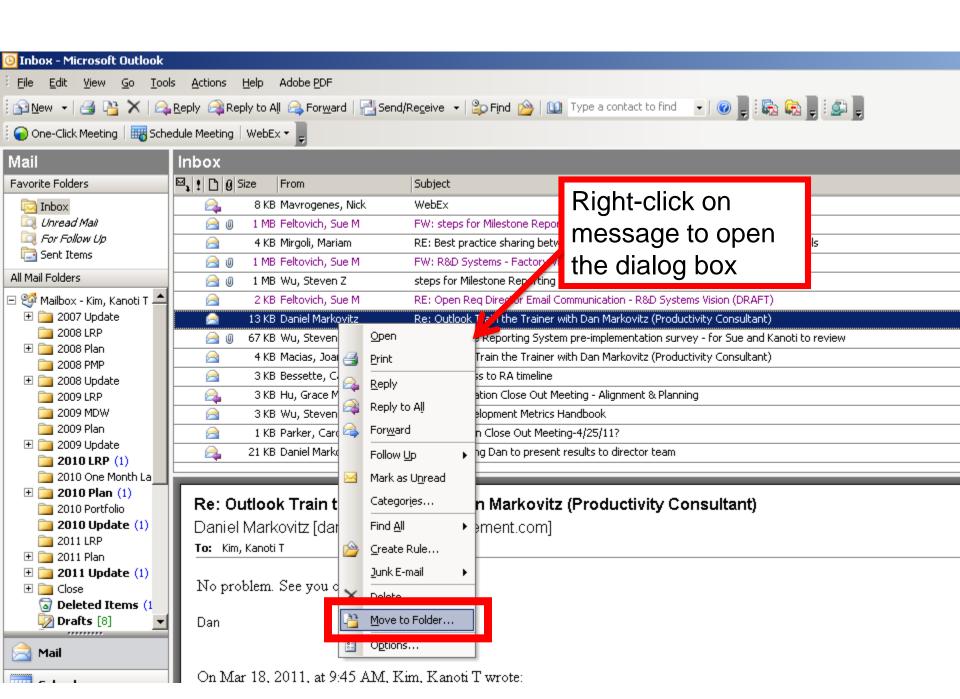
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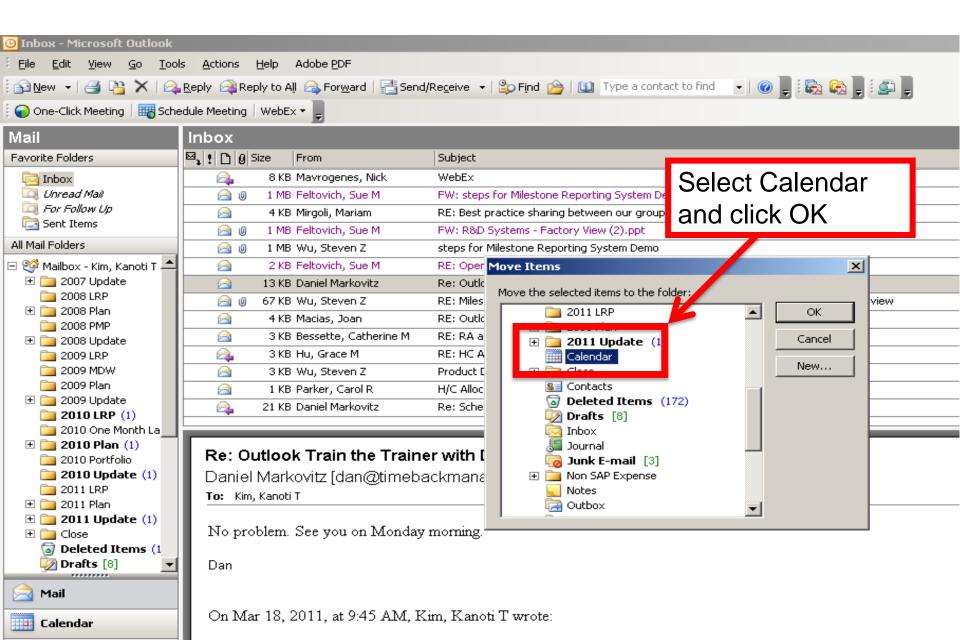
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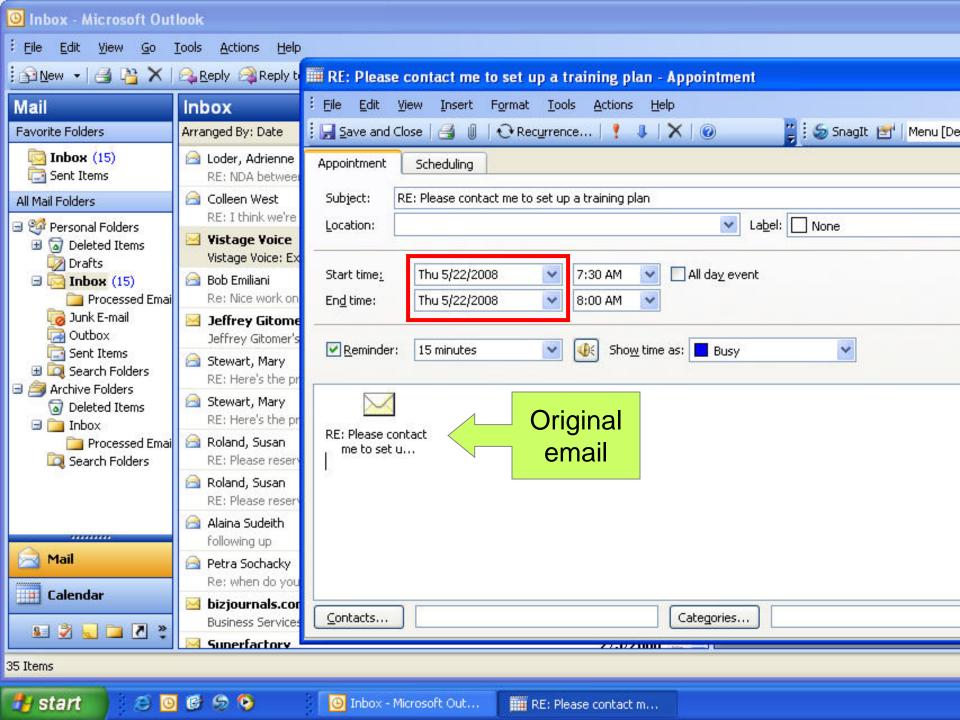
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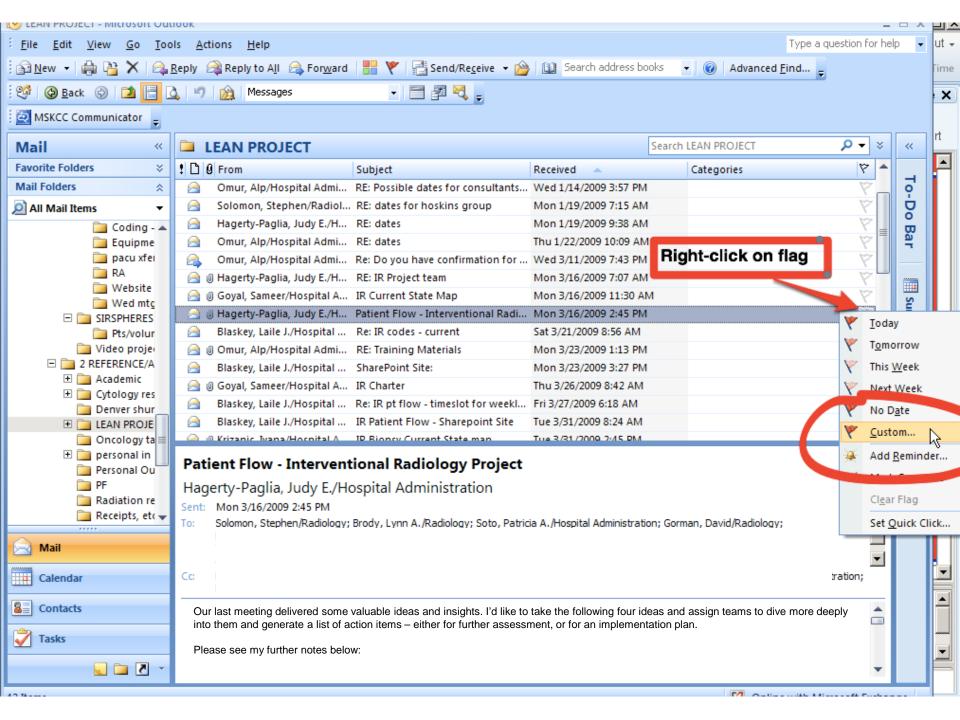
Designate

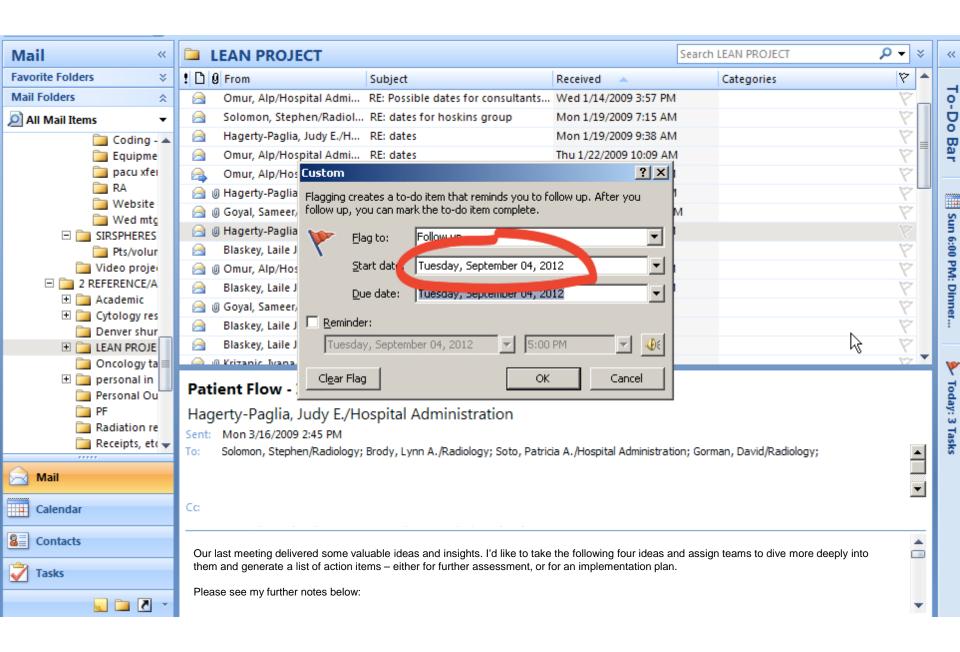
(now)

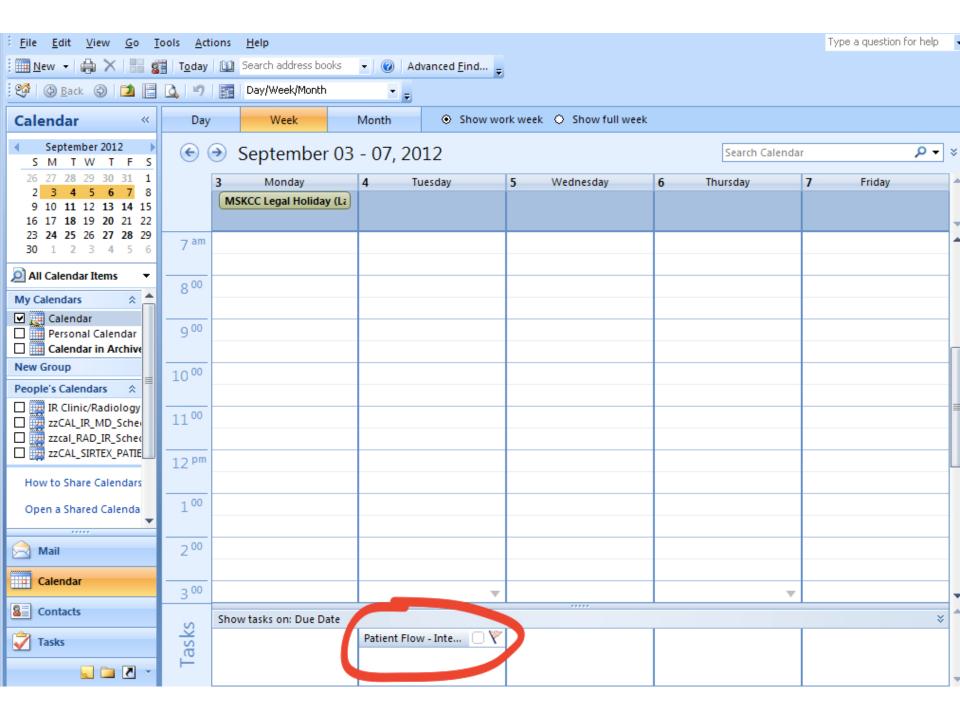


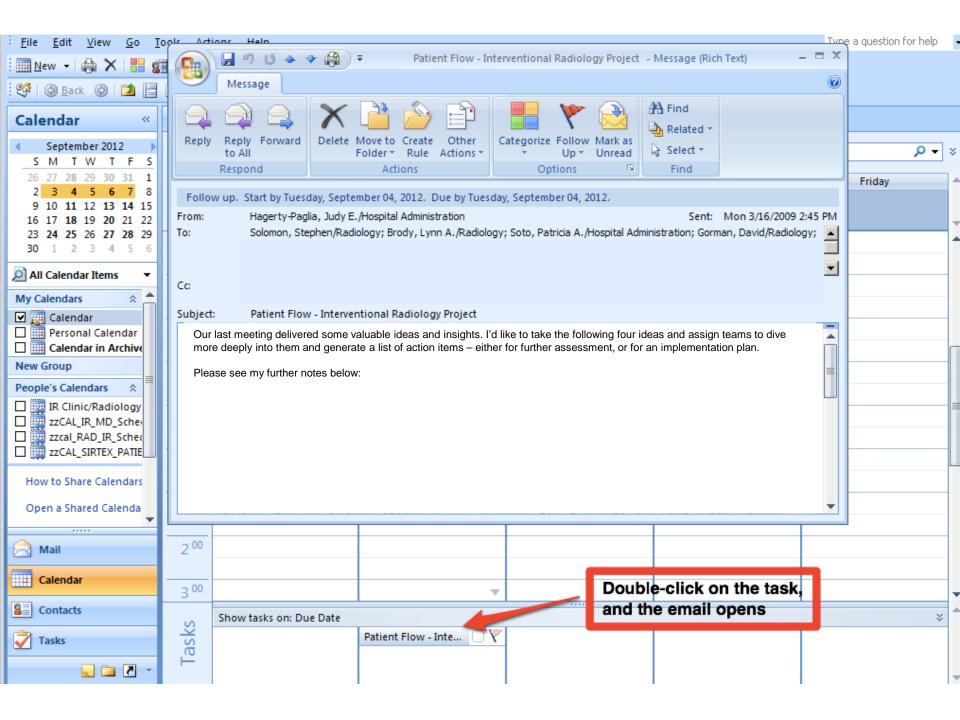


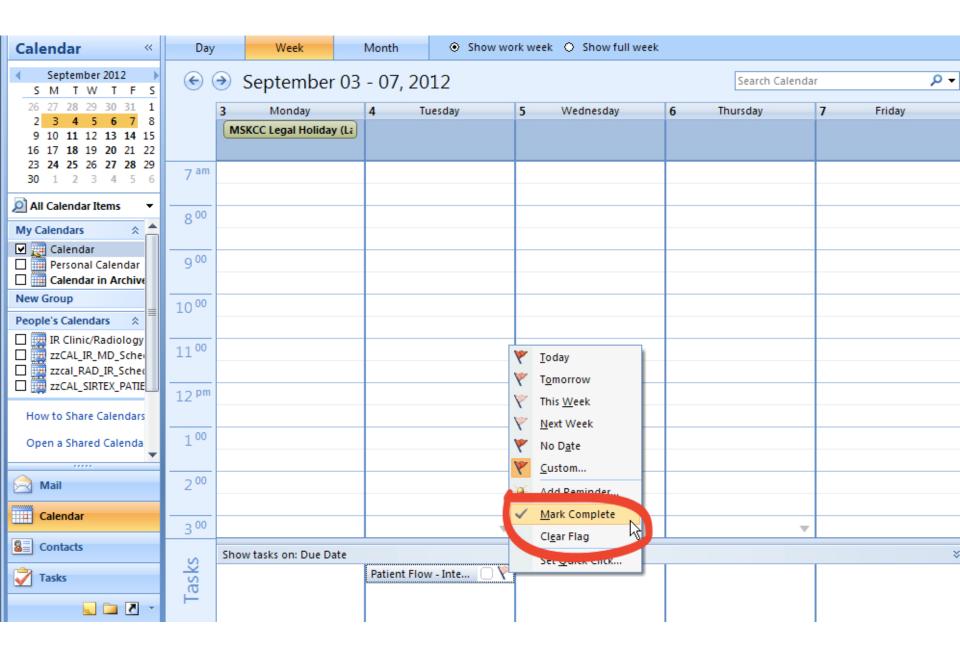


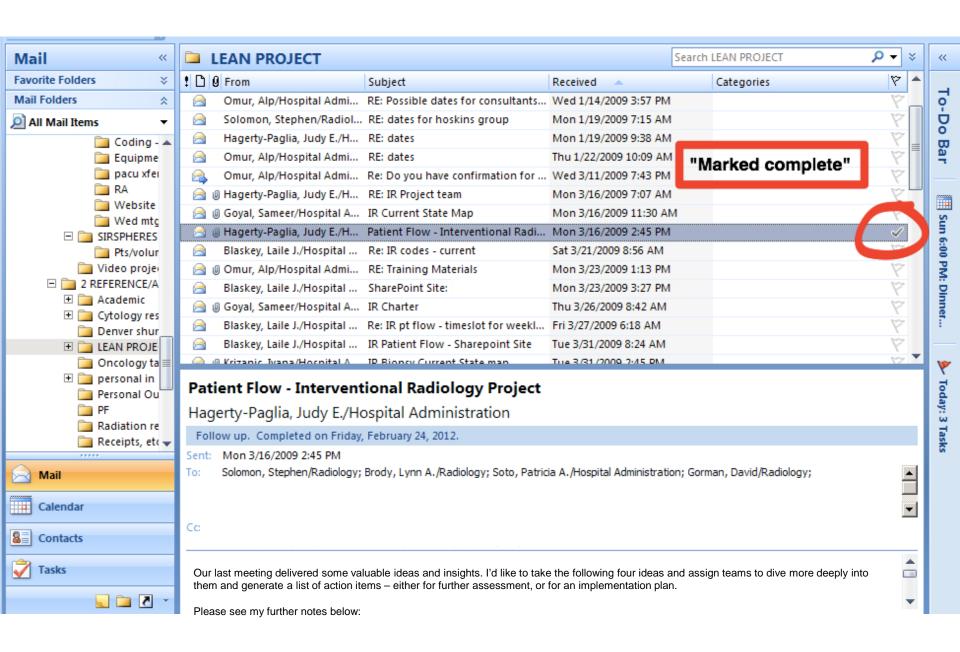


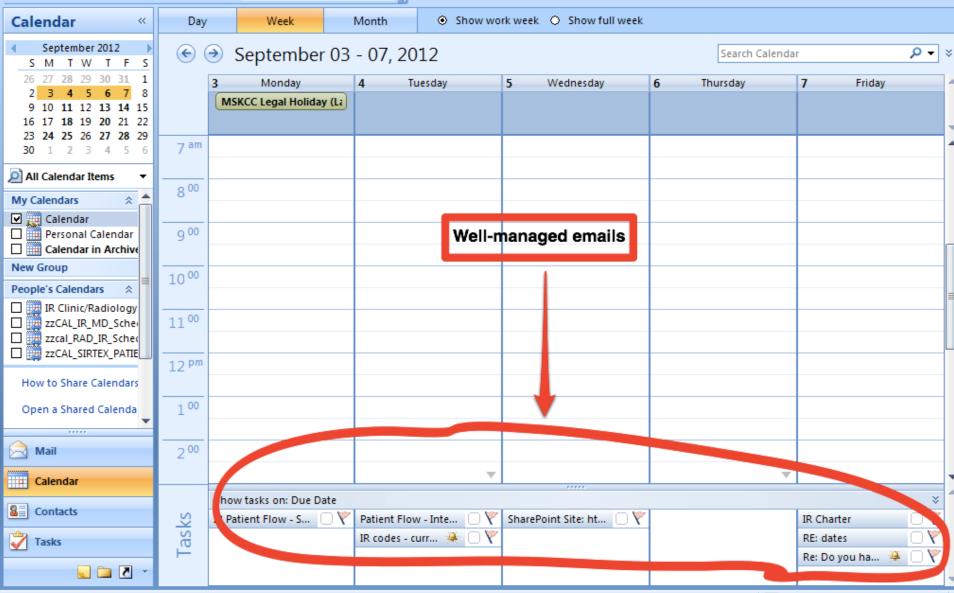




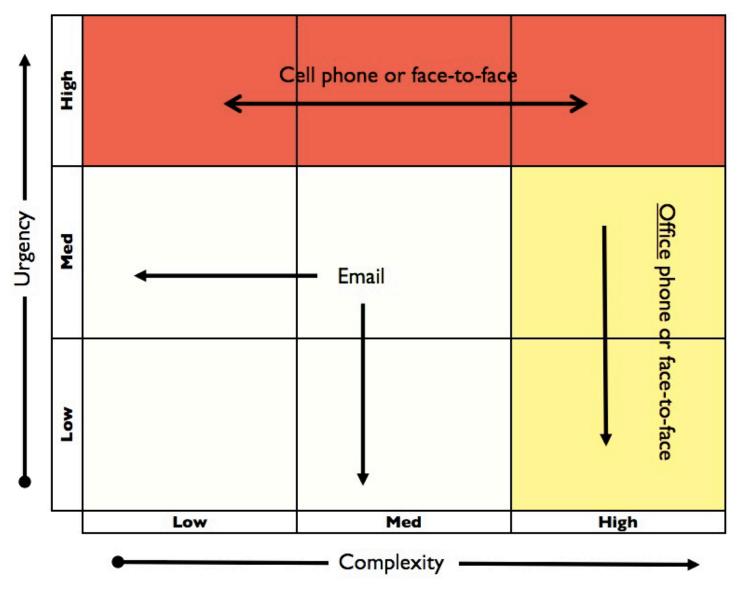


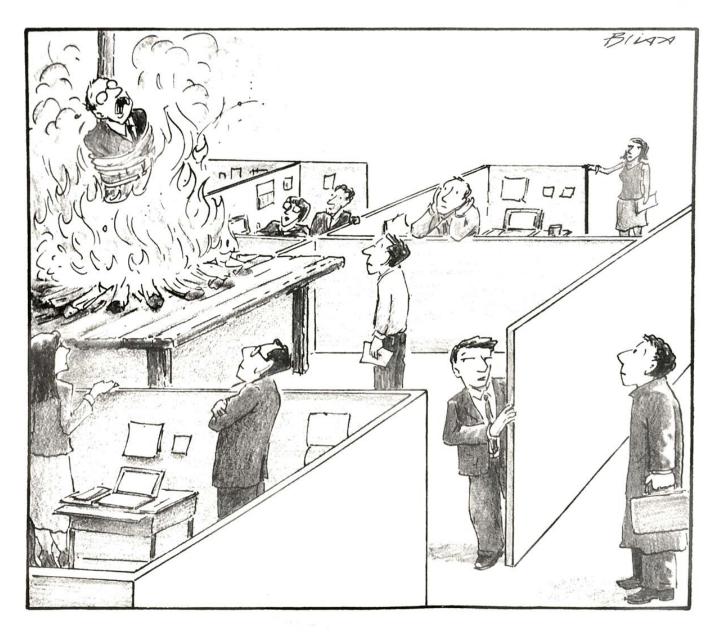




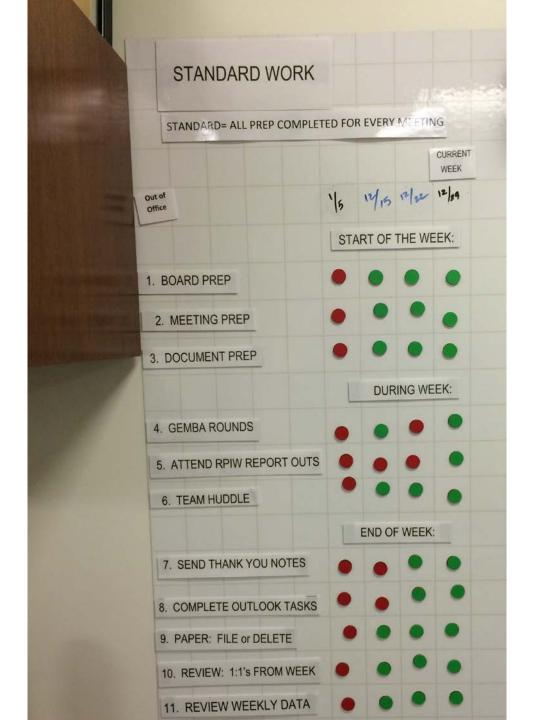


## Communication Standard Work





"He replied all."



#### LEADER STANDARD WORK



#### DAILY

AM LOAD HEYUNKA

HEREFORD OPS HUDDLE LF/MS CHECK-INS PROJECT/EMAIL (1 HR.)

PM LOAD HEIJUNKA
MK TIME (15 MIN.)

CHOWDING STD. WORK

WEEKLY

OPS MTG. PREP

JH 1:1 PREP JH 1:1 NEXT WEEK PREP THANK YOU CARDS M Tu W Th F

• • • •

• • • •

1/5 1/12 1/19 1/26

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MONTHLY

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MNG. RNDS O ()
SDPC

QUARTERLY

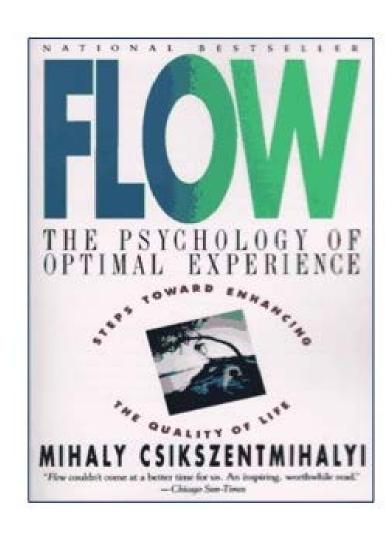
Q1 Q2 Q3 Q4

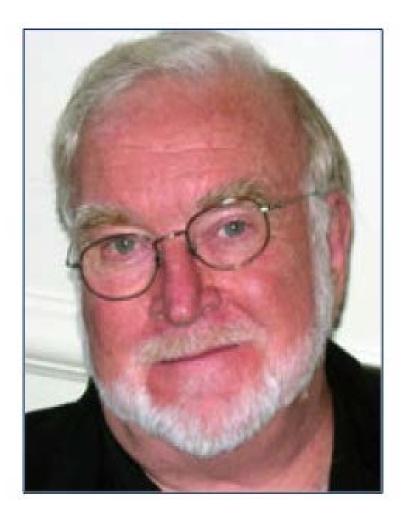
CICARE EVE. RNDS.



# Flow, or Getting in the Zone

## Mihaly Csikszentmihalyi



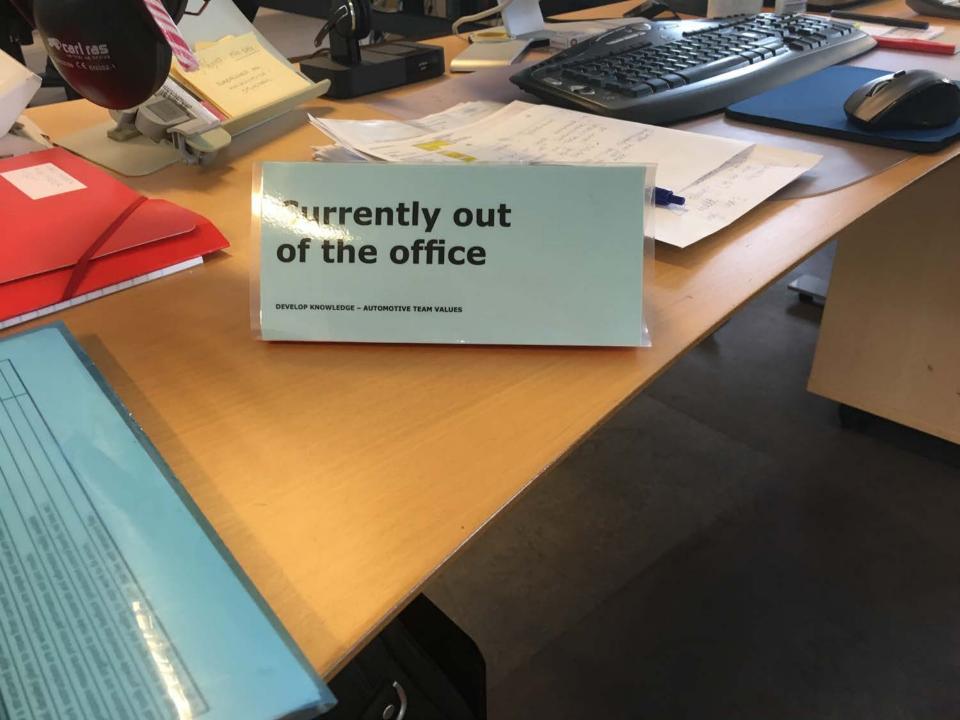


To be effective, every knowledge worker needs to dispose of time in fairly large chunks. To have small dribs and drabs of time at his disposal will not be sufficient, even if the total is an impressive number of hours.











## Poll #2

### Batch email

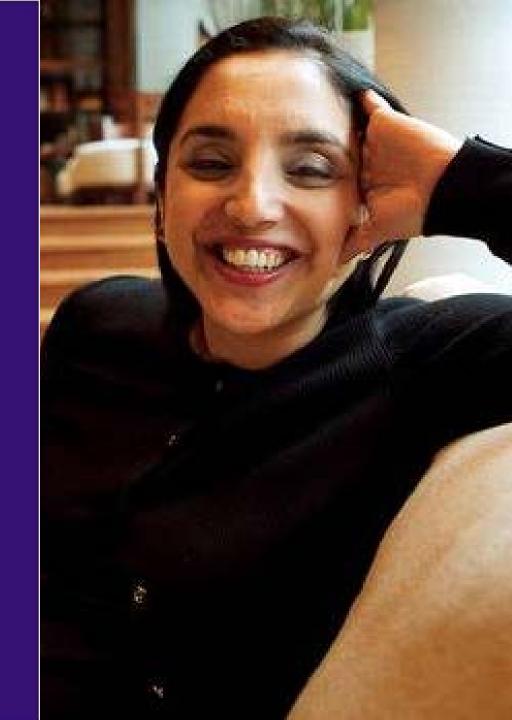




The Art of Choosing



SHEENA IYENGAR

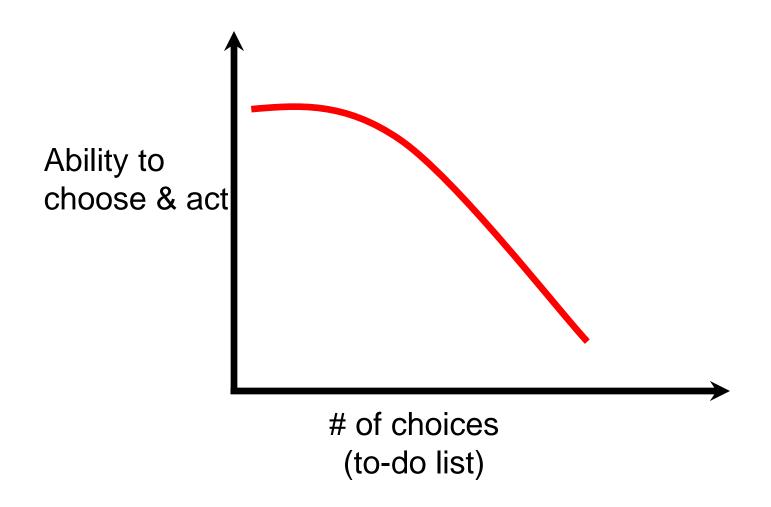




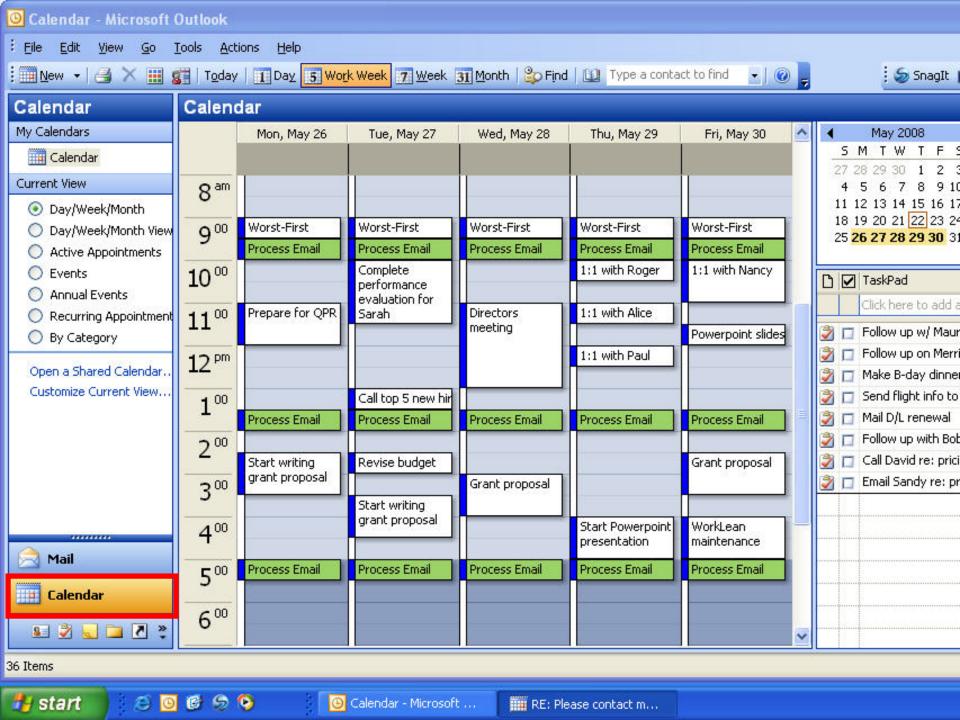




### Choice is Paralyzing



## Visual Management







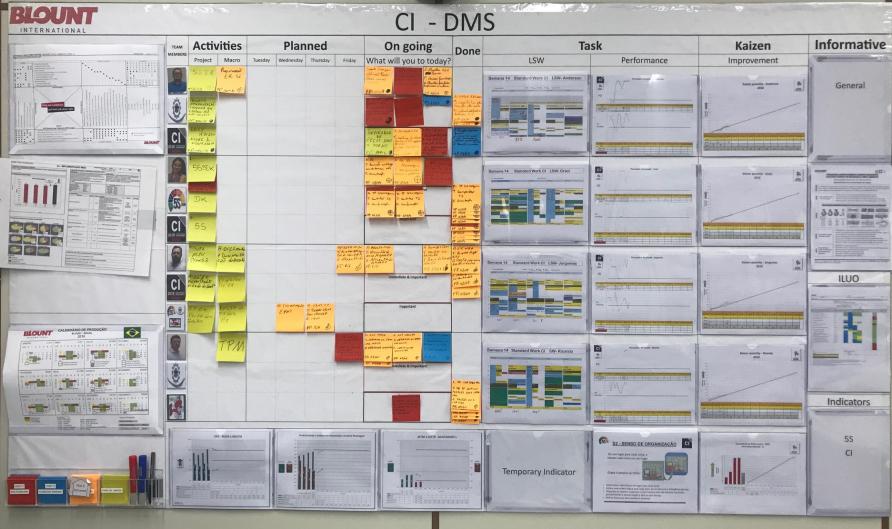
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	6/16	5/26	-	1		•									l
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dan@markovitzconsulting.com



www.markovitzconsulting.com



@danmarkovitz