

# Lean Office - 5S and Visual Controls

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# 5S and Visual Control

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- What is 5S?
- 5S and Lean Enterprise
- Elements of 5S
  - Sort
  - Straighten
  - Shine
  - Standardize
  - Sustain
  - Safety
- Visual Workplace
- Implementation plan
- Summary

# What is 5S?

- 5S is a method to improve and sustain workplace organization
- 5S represents 5 disciplines for maintaining a visual workplace (visual controls and information systems).
- These are foundational to continual improvement and a manufacturing strategy based on "Lean Manufacturing" (waste removing) concepts.
- Reduces clutter
- Reduces the time it takes to look for tools and equipment
- "A place for everything and everything in its place"
- Improves how the operation appears to customers – always be "tour ready"
- Creates pride in the workplace
- Many companies have a standard that any tool must be able to be found within 60 seconds.

# 5 Elements of 5S

- Workplace Organization
- **Sort**
  - Remove all unnecessary materials and equipment
- **Straighten**
  - Make it obvious where things belong
- **Shine**
  - Clean everything, inside and out
- **Standardize**
  - Establish policies and procedures to ensure 5S
- **Sustain**
  - Training, daily activities,
- **Safety** (often called "6S" or "5S + 1")
  - A safety commitment in all activities

# Types of Waste

- 1. Overproduction
  - 2. Waiting
  - 3. Unnecessary Motion
  - 4. Unnecessary Transportation
  - 5. Overprocessing
  - 6. Unnecessary Inventory
  - 7. Defects
- 
- Untapped Human Potential
  - Inappropriate Systems
  - Wasted Utility Resources
  - Wasted Materials

# Eight Service Industry Wastes

1. Errors in documents
2. Transport of documents
3. Doing unnecessary work not requested
4. Waiting for the next process step
5. Process of getting approvals
6. Unnecessary motions
7. Backlog in work queues
8. Underutilized employees

# The Good, Bad and the Ugly

First the Bad and the Ugly - Life Without 5S



# The Good - After 5S



# After 5S

- Clear, shiny aisles
- Color-coded areas
- Posted processes, metrics and other current information
- Always "customer tour ready"

