

## Do we need “Lean Administration”?

Does it make sense to start with a Lean Administration initiative in our companies?

There are some indicators such as: overload, complaints, long processing times, insufficient IT usage, high overheads, dissatisfied employees etc.

But what is the case with you? (Please tick as appropriate)

- We have high inventories
- We have to interrupt our work because of missing or insufficient information
- It is often the case that we have to remake finished work because not all was correct
- We start again nearly from scratch for each order or inquiry
- We cannot draw on know-how from previous projects
- Normal work is out of the question because we have to do a lot of troubleshooting and firefighting
- From time to time there are complaints from our customers as well as from our internal customers
- We have to search regularly for documents as well as electronic documents
- Our filing structure is not clear
- Our procedures take a long time although the processing time is relatively short
- A lot of documents are repeatedly saved and archived
- We spend a lot of time in processing e-mails
- We receive a lot of information we do not need
- The responsibilities are not precisely defined and clear
- From time to time we take over tasks we are not responsible for because otherwise we can't finish the work
- We don't have absence management
- For some special tasks we have a bottleneck because there is only one who has the know-how
- Our work is often interrupted
- We spend a lot of time in meetings

\_\_\_\_\_ Total number of responses

## **Score: How many statements are true?**

### **0 - 5:**

Did you answer the questions correctly? Repeat the test. If you come to the same result, congratulations... you can support other lean users with your experience.

### **6 – 10:**

You should put the subject Lean admin on your agenda. Start in one area with Lean-Administration and transfer the experience and result into further departments.

### **More than 10:**

Please don't waste time and start immediately with the implementation of Lean-Administration. Look for professional support from internal or external specialists (e.g. LSS Black-Belts). If you don't start now you risk a decrease in customer satisfaction, frustration of the employees, high sickness levels and declining motivation.

Creator: Kathrin Saheb (Translation into English by Uwe Möller)

Out of the book: Lean Administration step by step