

# DOWNTIME Quick Reference

## Use Lean to Improve Efficiency and Stretch Resources

### Defects

Are the services you are delivering working like they should?

### Overproduction

Are you delivering the services you need to achieve your required goals and your mission?

### Waiting

Are you or your staff losing time hoping to hear from a funder, volunteer, or donor?

### Not utilizing talent

Do you have the right people in the right place?

### Transportation

Are you located close to the people you serve?

### Inventory

Are you holding on to things you don't need?

### Motion

Are you spending too much time driving around town?

### Excess processing

Is there duplication in paperwork or duplicate steps in your processes?