

# LEAN OBSERVATION CHECKLIST

Use the list below to identify the areas that could be improved in your organization. Feel free to add items to the list.

## Yes No

- Clutter, dirt, debris
- Excess inventory (Note torn packaging, improper storage and dirt)
- Out of stock conditions
- People traveling back and forth to complete a task
- Poor or no organization
- Tools and supplies not organized for ease of task completion
- People reworking a task, error correction
- Unplanned downtime
- Uneven workflow, people waiting
- High volumes of customer care calls
- Unnecessary steps of approval (Can't get a pencil without a PO or other form)
- Lack of clear process for approvals or implementation of problem resolutions
- No standard of work for job responsibilities
- No visual controls
- No signage or unclear signage
- No or poor accountability (Anywhere from executive to lowest on org chart)
- Where applicable, are there shift turnover meetings?
- Is there job rotation to allow for coverage of call outs?
- Are there missed deadlines and deliveries?
- Safety risks not identified
- Unnecessary or outdated paperwork
- Lack of a smooth workflow
- Is there coaching and feedback from management?
- Are employees involved in problem resolution?
- Is there a culture of respect for employees and their skills and brain power?