

# 5S in the Office: It Affects Your Privacy

**BEFORE:**  
Building on the lessons learned in the Long Term File Storage 5S (previously featured), the team pictured took on a second storage room that had become cluttered with 'stuff'.

Files were stacked outside the door since the inside offered no more usable space. With 'miscellaneous' items including computer programs and parts, employee files, and phone accessories, the room had become a 'catch all' for everything that didn't have a place.



Barb Carlson, Adam Nelson, Pat Freeman, Tom Meals, and Natalie Helland (Team Lead)

Through their work, this team created a more secure method for storing private personnel and financial information. Now, fewer users, and only those with a need to be in the room have access.

The value to the **customer**, in this situation our staff, is important. Cabinet locks were re-keyed and keys were given only to those with a 'need to know/access' files. We have increased protection of your private information, instituting 'best practices' related to storage of private information.

## CINDY'S MESSAGE

The team that worked on the storage room used the *daily huddle* concept very effectively. Working with this team it was easy to see that they understood the value of planning. They would spend just a few minutes at the start of each day ensuring they were all on the 'same page' regarding the day's goals. They made adjustments as called for based on defined daily goals and changing project needs. The *daily huddle* approach clearly is another Lean tool that applies to our daily work - from the field to the office.

After identifying the problem noted at left, a team leader stepped up and took on the challenge to create a more functional, defined space. Team members were chosen based on their diversity. Staff with experience and no experience with issues related to filing and storage were brought together. The team:

- ✓ Used - and built on - the policy developed for the long term file storage room.
- ✓ Were highly successful in their daily planning, using the *daily huddle* concept. This team was able to tackle what was previously identified as two areas for 5s, staying within project scope.
- ✓ Set their sustainability plan firmly in place, complete with an audit form and a regular schedule.

**BEFORE**



**AFTER**



### FAST FACTS:

- 790 lbs. of paper was shredded (the size of a small manatee)
- 95# of garbage was disposed of and 38 boxes moved to Long Term Storage
- Users ability to find needed files increased, on average, 95%
- Over \$250 in office supplies were found and put back into use

## JAMAR'S LEAN PURPOSE:

Increase Customer Value Through:

- Empowering Our People
- Eliminating Waste
- Enhancing Productivity

### SOLID PARTNERS. SOLID SOLUTIONS. SOLID SERVICE.

If you have questions or comments, please contact a member of the Steering Committee: Cindy Luoma, Heather Salfer, Craig Fellman, Roger Daoust, Tim Grimsrud, Shaun Johnson, Mark Ziells, Scott Drennen, Mike Dryke, Dale Thrun, Jeff Dincau, Bob Ehle