

# The Seven Wastes

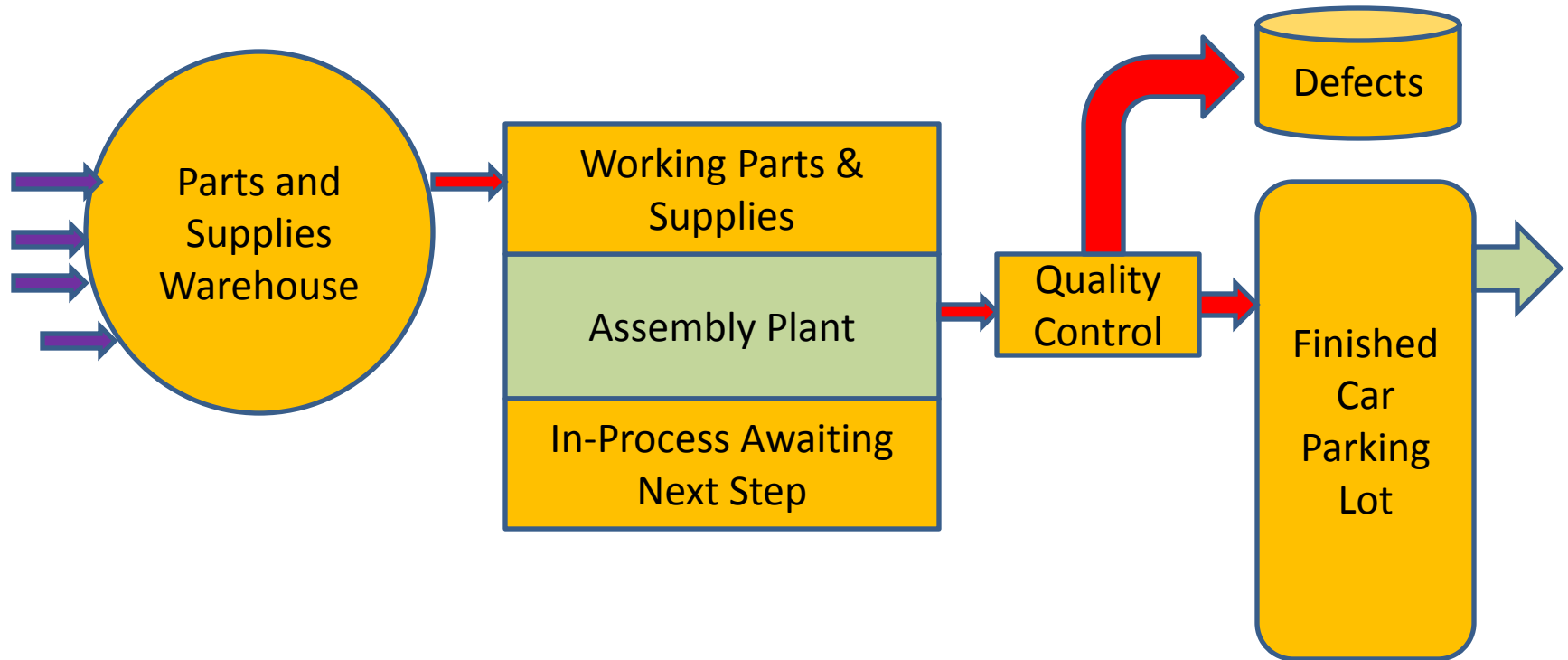
Using Manufacturing Principles & ECM to Identify and Eliminate Waste in the Courts



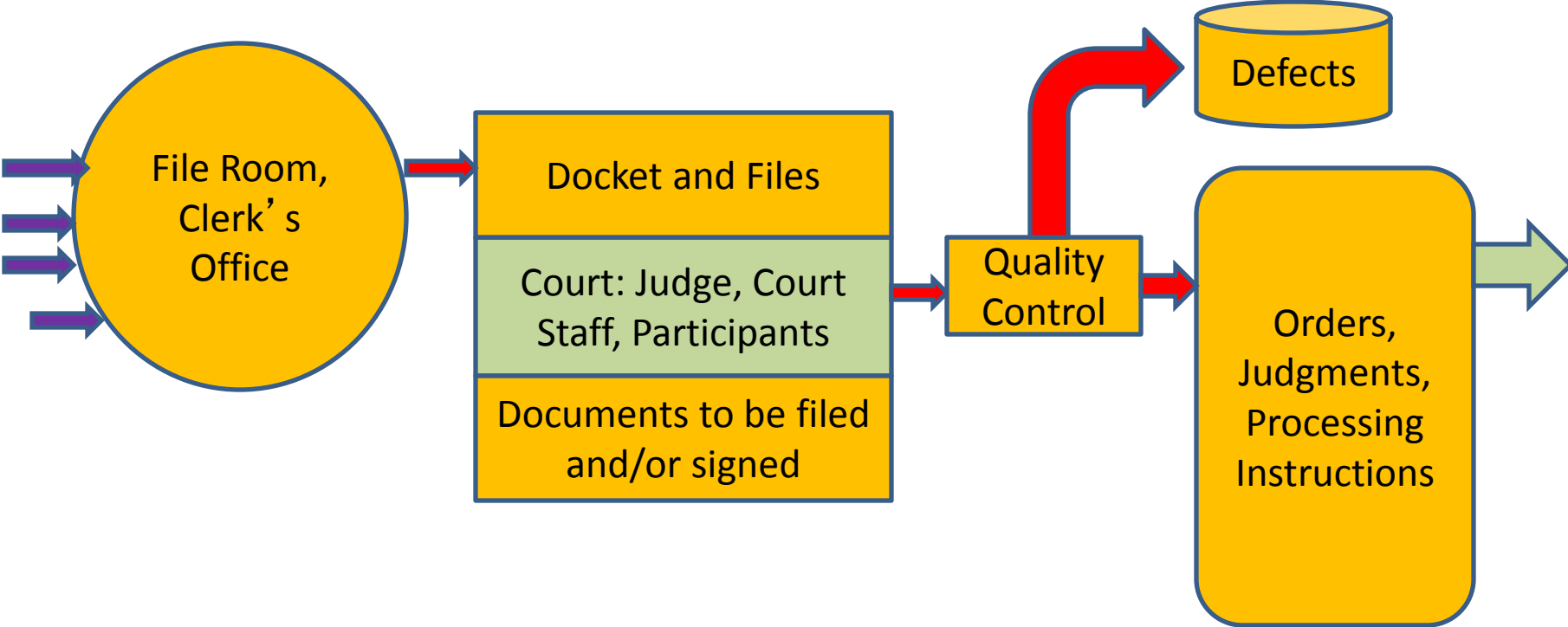
# Agenda

- What Relevance Does a Mid-20<sup>th</sup> Century Auto Manufacturing System Have to 21<sup>st</sup> Century Courts?
- The Seven Wastes
  - What they are
  - What causes them
  - How to spot them
  - Court examples
  - How ECM can help reduce or eliminate them
- Conclusion and Preliminary Action Steps

# Overview of Classic Auto Manufacturing Plant



# Overview of Court Hearings Processing



# “Value” Defined

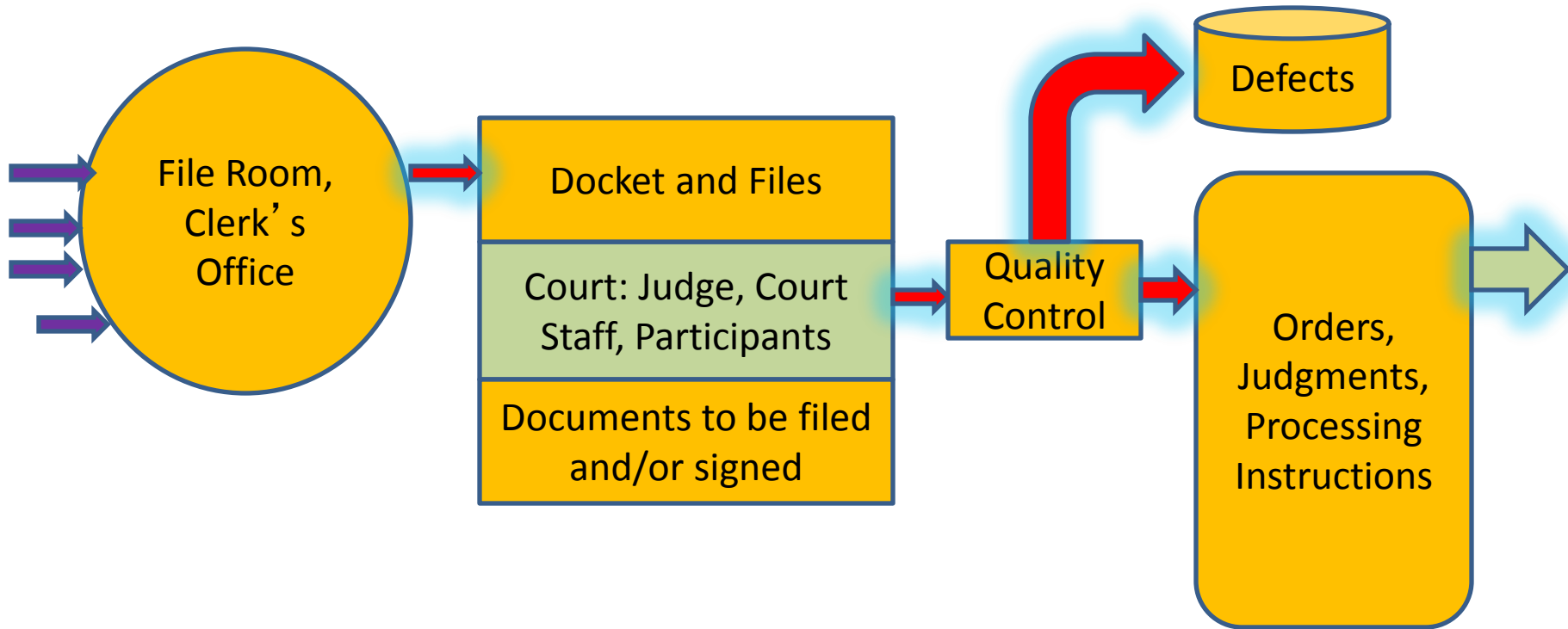
- Toyota Production System:
  - “Something a customer is willing to pay for”
- Justice System:
  - “Something that advances or supports justice”

# Meet Tim Wood

## Naming the Seven Wastes

- **T**ransportation
- **I**nventory
- **M**otion
- **W**aiting
- **O**ver Processing
- **O**ver Production
- **D**efects

# Beam Me Up, Scotty - Transportation



- Documents
- Staff
- Litigants and Attorneys
- Judges

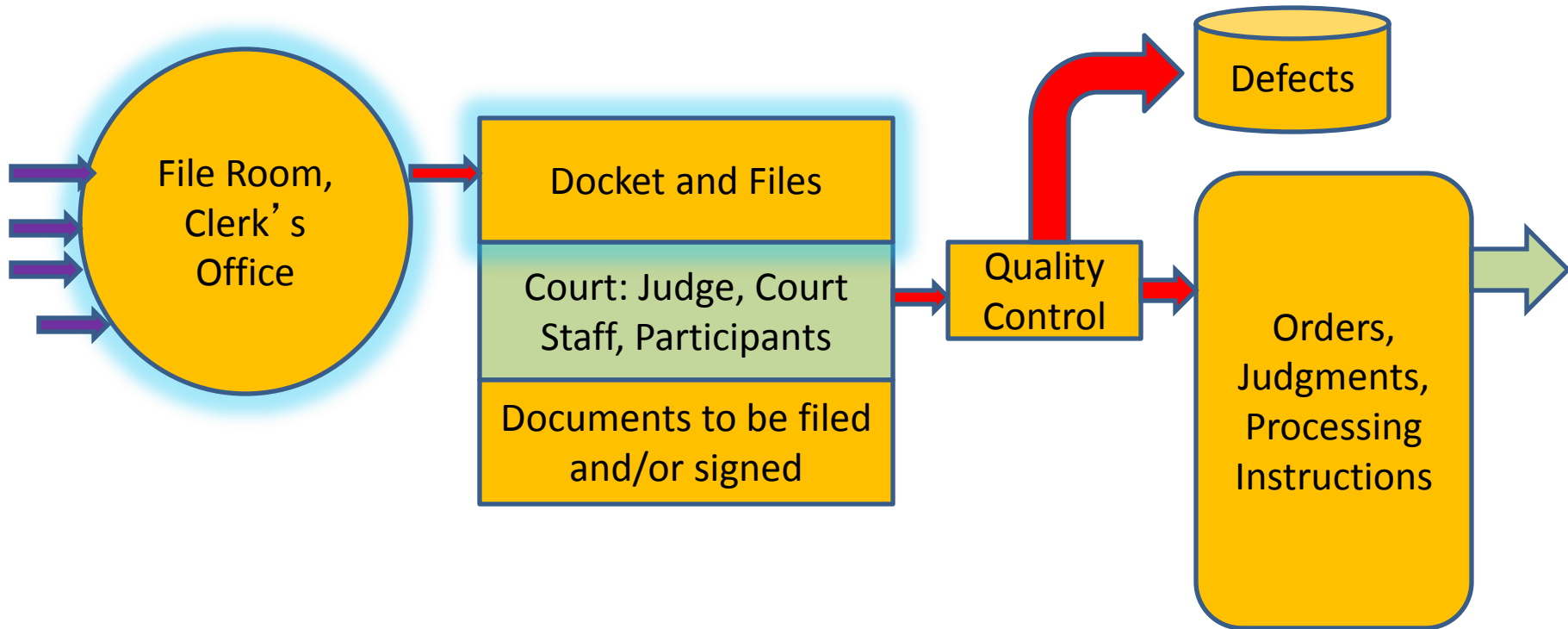
# The Costco Conundrum



**“Inventory Is the Root of All Evil”**

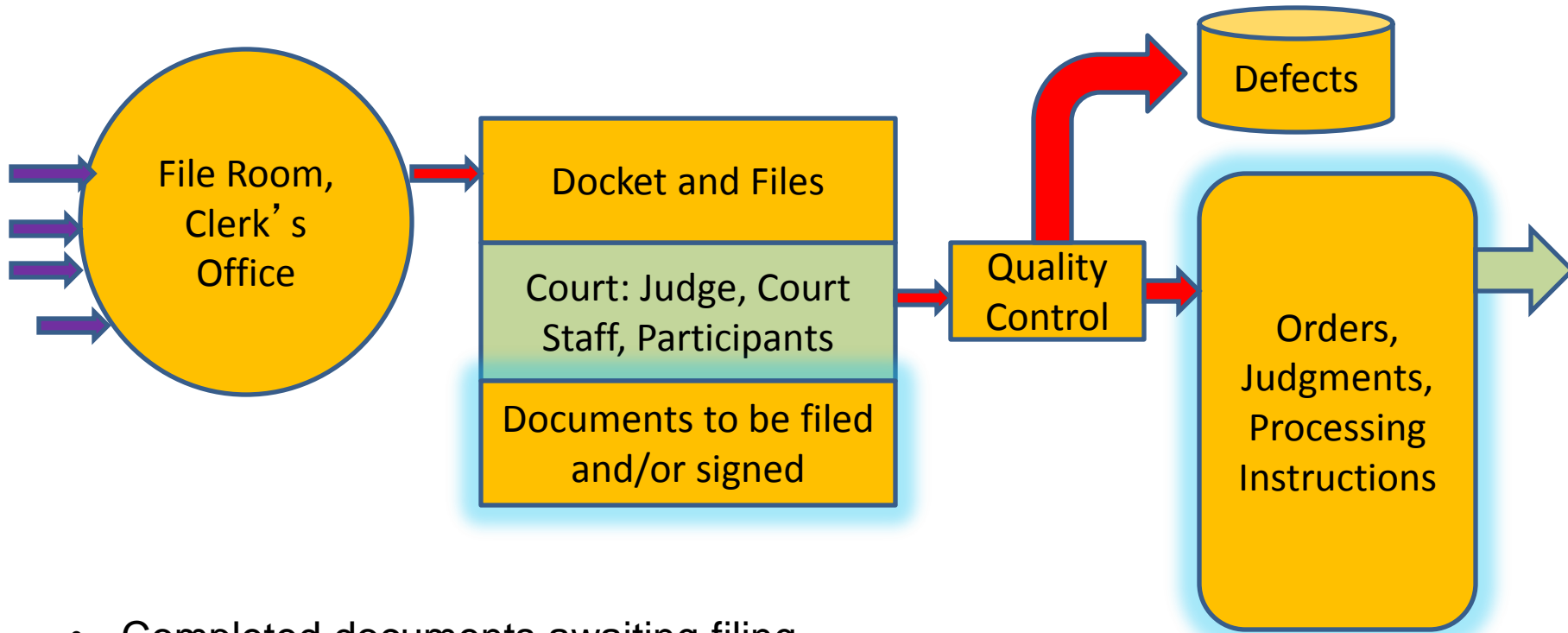


# Supply Inventory



- Documents Awaiting Filing/Processing
- Files Awaiting Processing (including Court hearings)
- Physical Supplies (printer paper, file folders)

# Finished Inventory – And Why You Don't Want It



- Completed documents awaiting filing
- Completed/disposed matters for which documents and other information must be sent
- Assembled files awaiting filing
- Outboxes

# Motion

“The hurrier I go, the behinder I get”

- Put document in file
- Move document in file
- Remove document from file to copy
- Pick up/move file
- Search through file
- File in and retrieve file from file room
- Stack files
- Hand over files/documents
- ....



# Waiting

“You can sit in the waiting room; or wait in the sitting room.”

## Waiting For

- Documents and/or Files to arrive
- Approval/Review/Confirmation
- Completion of filing process
- Document to be signed
- Prior processing step to be completed



# Over Processing

- Rechecking work
- “Touching” more than once
- Preparing or rearranging file contents
- Printing hard copy for wet signature, then re-scanning



# Over Production

- Lines of people waiting to pay, pick up papers, etc. following court
- Files prepped for hearings that are cancelled or rescheduled
- Stacks of notices waiting to be stuffed and mailed
- Pre-numbered file folders never used
- Multiple notices to the same attorney

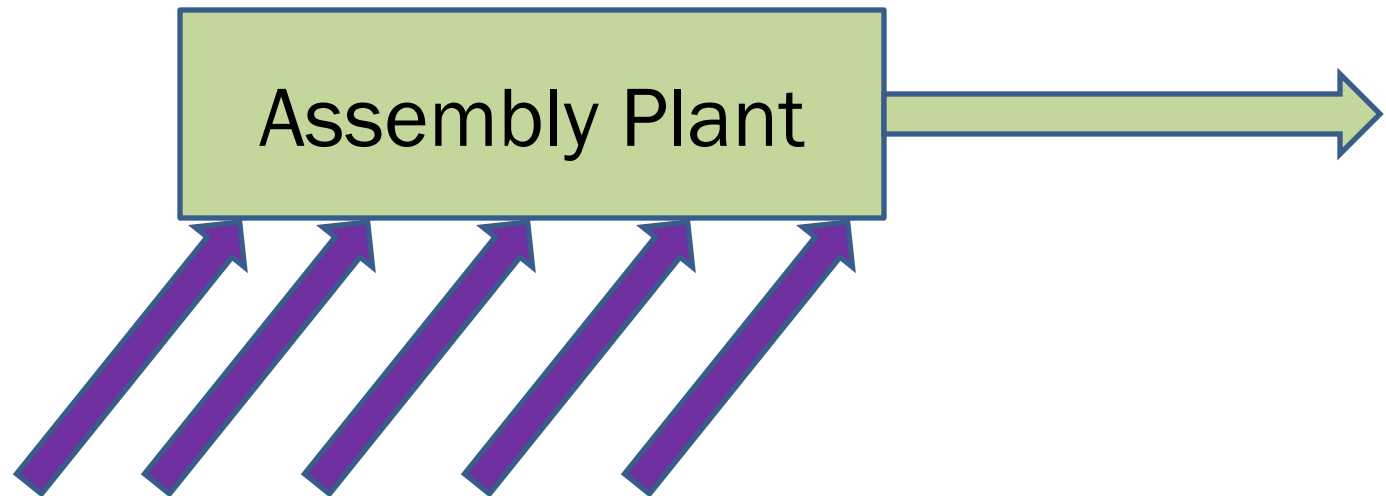


# Defects

- Misfiled documents and files
- Matters incorrectly (or not) calendared
- Judgments and other documents incorrectly entered in Register
- Constitutionally defective document chain of custody
- Release of confidential information



# Overview of the Toyota Manufacturing System – Based Plant





# It's the Journey

## First Steps to Embark on the Path

- Map and document “As Is” processes
- Compare to symptoms of the Seven Wastes
- Visit a court that has implemented ECM with configurable workflow
- Don't let the “Perfect” become the a barrier to the “Possible”



# THANK YOU

**Please remember to fill out your survey to receive two complimentary drink tickets for the post Summit afterglow.**