

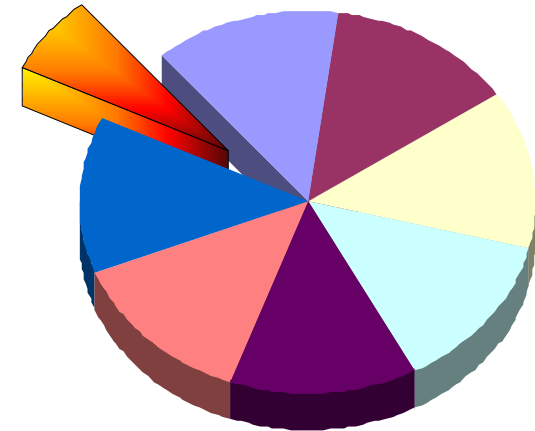
The activities that comprise work can be grouped in three categories:

- 1) Value-added work
- 2) Non value-added work
- 3) Waste

Customers will pay for value-added work, and sometimes the non value-added.

Customers will not pay for waste. The seven types of waste are:

- Overproduction
- Transportation
- Waiting
- Motion
- Processing
- Inventory
- Defects



Value-added Ratio

What do you think is the typical ratio between value-added work and waste?