



De La Salle University - Dasmariñas

Reduction of Actual Cycle Time by Implementing Lean Principles.

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ABSTRACT

The principle of Lean is to eliminate or reduce waste from a process or system. Lean is commonly been implemented in a manufacturing set-up. However, this paper aims to use lean tools and techniques in service sector particularly in government office.

The objective of this paper is to stream line process cycle time starting from the filing of Request for Assistance (RFA) of walk-in client/worker, SEnA case endorsing to Complaint Inspection (CI) up to disposing labor case to DOLE Regional Office as well as labor standard cases which arises from routine and complaint inspection. Using Value Stream Mapping (VSM), this technique can analyze the process flow, identify wastes and inefficiencies within the process. Cause and effect analysis were also used to identify the potential causes of the non-value added time and long lead time. Potential causes were validated through data and interview with the focal persons. Countermeasure were created and future state map was constructed. This paper has demonstrated that with the use of lean principles, techniques and tools could be able to analyze the current state of the Single Entry Approach and Labor Standard cases management process. Value Stream Mapping (VSM) is a very effective tool which gives you an overview of what really is happening in the process, this lean technique can analyze the process flow, wastes and inefficiencies. This lean technique can be applied to a wide range of different cases from manufacturing set-up to service industry as well.

Keywords: Lean thinking, Value Stream Mapping, Non-value added time, cause and effect diagram, service industry



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