

# A 5S Story in the Story County Office

{ Brought to you by DMSA Lean  
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Sort

Set in Order

Shine

Standardize

Sustain

Safety



How it used to be...



How it used to be...





How it used to be...

# What they wanted to accomplish...

- A more positive interaction with clients
  - getting closer to the window so we can hear them and they can hear us more clearly
  - move equipment away from window area so papers do not fall between the cubical furniture and wall
- Make a pass-through for quick access to both windows and supplies
- Allow for non-support staff to use windows when talking with clients
- Declutter and Standardize the space to maximize efficient functions






New life for the  
old tape...

The New 5S way...



The New 5S way...

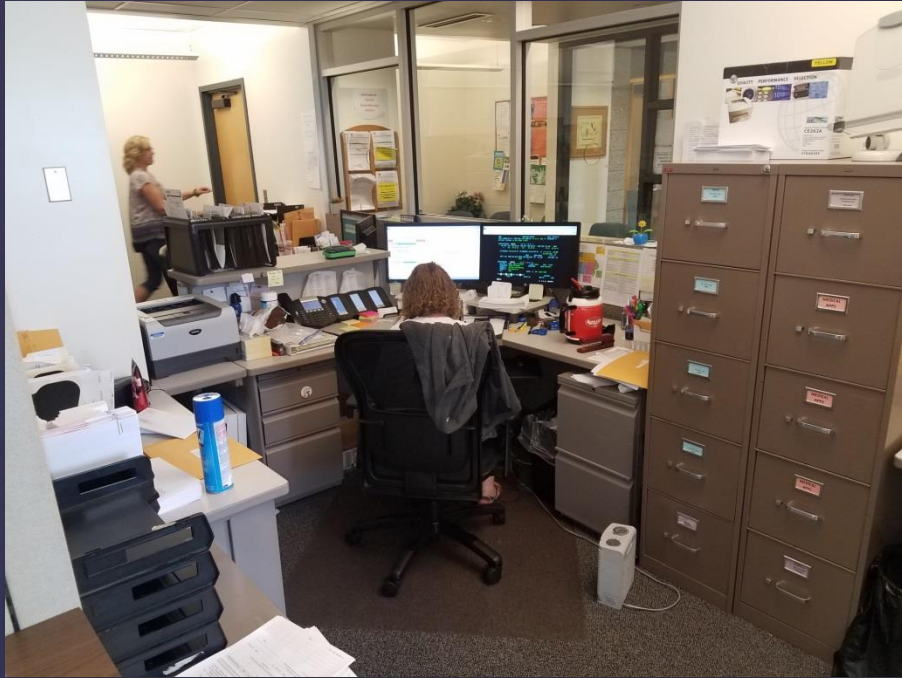




# The New 5S way...



# A Side by Side Comparison



The Old Way...



The 5S Way...

- Non essential supplies and papers moved to a central location
- Monitor arms added to increase desk space and allow for better ergonomics
- Computer/Phone area separated from paperwork processing area
- Walk-through created for improved customer service and flow



# Our fearless leader...

... her office might be the next 5S project...but we'll give her a pass since she is processing our Red Tag items...