

5S Principles Outside of Manufacturing Environments Organization and Sustainable Processes And their Universal Impact

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INTRODUCTION

The fundamental principles of 5S can be applied to any industry, regardless of whether they deliver tangible products, or services. Order, and efficiency sustain lower costs, and high quality processes and procedures. From speeding up the time it takes to fill a prescription to picking orders in a warehouse, 5S improves deliverables in any industry.

KEY FACTS

- 1) Sort – Use only necessary items and processes for efficiency. This can be applied to anything, from icons on your desktop to service delivery.
- 2) Straighten – Place items in an orderly fashion, based on used and make it easy to follow proper procedures. From pinning most often used programs to your desktop to labelling items improve efficiencies.
- 3) Shine – Cleanliness makes spotting areas of concern easy, from maintaining fleets of trucks to delivering software, these principles apply.
- 4) Standardize – Examining processes, and current technologies, to improve work flow benefits operations in any industry.
- 5) Sustain – Making sure 5S principles are being used to maintain processes on a daily basis will ensure higher quality services regardless of the product being delivered.

PURPOSE – Examples of Benefits from Different Industries

Pharmaceutical – 6S (Safety) Principles Helped Royal Bolton Hospitals NHS Foundation Trust has seen Improvements in Health, Higher Value for the Taxpayers and Patients, and Staff has an increased sense of pride and joy in their work.

IT – 5S allows for close examination of processes to ensure that cost cutting measures in IT do not eliminate essential resource, which would lower IT's ability to meet internal and external customers needs. Allows companies to eliminate steps that add no value.

LESSONS LEARNED – Benefits of Implementing 5S in Non-Manufacturing Environments

- 1) Re-think processes, aim for higher efficiencies, regardless of industry.
- 2) 5S is a way of thinking through processes, eliminate waste, and aligning daily activities with overall goals.
- 3) Eliminate steps which offer no additional value to the overall process.
- 4) Eliminate problems (poor customer service) and lower business costs.

