



**INTERVIEW QUESTIONS**

**DATA**

4. How long would it take to complete this activity if you could work on it uninterrupted and without having to wait on others?

Work (Touch) Time: \_\_\_\_\_

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5. What percent of units received at this step of the process are complete and accurate?

% of Complete and Accurate: \_\_\_\_\_

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6. How many units are physically waiting to be worked on right now? Is this a normal quantity? How old is oldest job waiting to be worked on?

# of Units in Inbox (WIP): \_\_\_\_\_

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7. Do you have to set-up anything (equipment, etc.) before doing this part of the process? If so, how long does that take?

Setup Time (If Applicable): \_\_\_\_\_

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8. What system is being used for this part of the process? How do you track the information you need to do your part of the process? E.g. reports, spreadsheet.

Information Flow: \_\_\_\_\_

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9. Batching: How often is work moved to the next person or department after your step?

# of Items in Each Batch \_\_\_\_\_

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10. What issues or barriers to flow do you see that make it painful or time-consuming in this process step?

Barriers to Flow/Waste Identified \_\_\_\_\_

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