



# CHANGE CONCEPT LIST

1	Eliminate things that are not used
2	Eliminate multiple entries
3	Reduce or eliminate overkill
4	Reduce controls on the system
5	Recycle or reuse
6	Use substitution
7	Reduce classifications
8	Remove intermediaries
9	Match the amount to the need
10	Use sampling
11	Change targets or set points
12	Synchronize
13	Schedule into multiple processes
14	Minimize handoffs
15	Move steps in the process close together
16	Find and remove bottlenecks
17	Use automation
18	Smooth workflow
19	Do tasks in parallel
20	Consider people as in the same system
21	Use multiple processing units
22	Adjust to peak demand
23	Match inventory to predicted demand
24	Use pull systems
25	Reduce choice of features
26	Reduce multiple brands of the same item
27	Give people access to information

28	Use proper measurements
29	Take care of basics
30	Reduce demotivating aspects of the pay system
31	Conduct training
32	Implement crosstraining
33	Invest more resources in improvement
34	Focus on core process and purpose
35	Share risks
36	Emphasize natural and logical consequences
37	Develop alliances and co-operative relationships
38	Listen to customers
39	Coach the customer to use a product/service
40	Focus on the outcome to a customer
41	Use a co-ordinator
42	Reach agreement on expectations
43	Outsource for "free"
44	Optimize level of inspection
45	Work with suppliers
46	Reduce setup or startup time
47	Set up timing to use discounts
48	Optimize maintenance
49	Extend specialists' time
50	Reduce wait time

51	Standardization (create a formal process)
52	Stop tampering
53	Develop operation definitions
54	Improve predictions
55	Develop contingency plans
56	Sort product into grades
57	Desensitize
58	Exploit variation
59	Use reminders
60	Use differentiation
61	Use constraints
62	Use affordances
63	Mass customize
64	Offer product/service any time
65	Offer product/service any place
66	Emphasize intangibles
67	Influence or take advantage of fashion trends
68	Reduce the number of components
69	Disguise defects or problems
70	Differentiate product using quality dimensions
71	Change the order of process steps
72	Manage uncertainty — not tasks

Eliminating waste, improving workflow, optimizing inventory (1 - 27, 40 - 45, 71)  
 Enhancing producer-customer relationship and changing the work environment (28 - 40)  
 Better managing time (46 - 50)  
 Managing variation, designing systems to avoid mistakes (51 - 62)  
 Design of products and services (63 - 70, 72)

