**Example 6.2.** Warehousing, packaging, and distributing health and safety materials

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| **Agency** | ABC organization, a service firm that provides warehousing, packaging, and distribution of educational materials.  |
| **Problem Statement** | * To establish a system for ordering, warehousing, packaging, and distributing a health and safety kit to child care providers throughout the state.
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| **Current State of Operational Processes** | * The responsibility for distributing health and safety kits to child care providers throughout the state was transferred from one vendor to ABC organization.
* The previous vendor passed information to ABC regarding the content of each of the health and safety kits and also sent existing kits (pre-packaged) to ABC.
* Some of the kits received had incorrect and/or missing items in them, not known by the ABC staff. Therefore, the ABC staff put together new kits, based on the contents of the ones they received, resulting in kits that were shipped with incorrect and/or missing items.
* Child care providers received kits that did not have some of the items or had items that were not to be part of the kit.
* The ABC team received conflicting information from the statewide agency that was responsible for developing the content for these kits, with respect to the specific items that were to be included in the separate kits.
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| **Areas of Waste** |  |