

INT. RESTAURANT - NIGHT

A NARRATOR stands in front of a table that a young couple is sitting at.

NARRATOR  
Let's talk about Lean Management.

CUT TO:

INT. RESTAURANT TABLE - NIGHT

The GIRLFRIEND fidgets with her BOYFRIEND's tie as her MOM and DAD enter the restaurant.

GIRLFRIEND  
(to Boyfriend)  
They're going to have so much to ask you, so just please tell them what they want to hear.

BOYFRIEND  
Got it.

Her parents approach the table.

GIRLFRIEND  
(to parents)  
Mom, Dad, this is my boyfriend.

Boyfriend wipes his sweaty hand on his pants and holds it out to shake her parent's hands.

BOYFRIEND  
Hi. I failed the first grade.

Beat.

BOYFRIEND (CONT'D)  
Hold that thought. I need to use the toilet.

Boyfriend exits.

The Narrator sits down at the table and starts eating the bread left on the table.

NARRATOR  
Oversharing is one of the eight types of waste that is recognized within lean management.  
(MORE)

NARRATOR (CONT'D)

It's when we do something because we think it's what the client wants, but in fact no one checked with them first.

CUT BACK TO:

INT. RESTAURANT TABLE - NIGHT

Everyone is sitting back at the table.

They are all eating their meals.

MOM

(to boyfriend)

How is your meal?

BOYFRIEND

This is actually the meal that killed my grandmother. I plan to use a lot of time later to cry it out. I'm going to let you guys know all about it tomorrow.

CUT BACK TO:

INT. RESTAURANT - NIGHT

NARRATOR

Putting time into making or doing something that has not been requested by the client or that has no value to them can be considered as over processing.

CUT BACK TO:

INT. RESTAURANT TABLE - NIGHT

Mom and Dad look at each other in disgust. They are not enjoying their food.

GIRLFRIEND

(to parents)

How's your food?

DAD

Tastes okay, but isn't very warm.

BOYFRIEND

That's really odd. I went into the kitchen to blow on your food to heat it up. I know that you both wanted warm food. Did what I could!

CUT BACK TO:

INT. RESTAURANT - NIGHT

NARRATOR

We do something because we think this is what the customer wants, while in fact no one bothered to check with them in the first place. If you can eliminate this kind of waste, this frees up valuable time that can be used to deliver real value to this or other customers.

CUT BACK TO:

INT. RESTAURANT TABLE - NIGHT

Mom and Dad are not pleased. They have their arms crossed with their napkins over their food.

MOM

So, what do you do for a living?

The boyfriend takes a huge bite of his food.

BOYFRIEND

I work in lean management.

DAD

I've had enough of this.

The mom and dad stand up quickly from their table, bringing the girlfriend with them.

CUT BACK TO:

INT. RESTAURANT NARRATOR - NIGHT

NARRATOR

It's important to know what the client is looking for with proper communication, and by asking the right questions.

(MORE)

NARRATOR (CONT'D)

Communication is key in  
understanding what your client  
truly needs.