

Reducing Waste and Inefficiency through Process Redesign: Lean/ Toyota Production System  
(TPS) Implementation

**Collection of Documents Guidelines**

Dear [INSERT NAME OF CONTACT]:

Thank you for agreeing to participate in the American Institute for Research's project with the Agency for Healthcare Research and Quality entitled Reducing Waste and Inefficiency through Process Redesign: Lean/Toyota Production System (TPS) Implementation. This project will involve case studies of Lean/TPS implementation in your organization. As part of this project, we would like to collect existing data from your organization on Lean/TPS implementation.

Specifically, we are looking for the following types of documents:

- Internal reports or memos on Lean/TPS implementation or decisions surrounding Lean/TPS implementation
- Materials promoting the adoption of Lean/TPS in your organization
- Tools used when implementing Lean/TPS (e.g. value stream maps, checklists, guides, etc.)
- Press releases or other news media regarding the use of Lean/TPS in your organization
- Data on the process evaluation for Lean/TPS (satisfaction surveys on Lean/TPS, use of Lean/TPS versus other methods)
- Data on the outcomes or impacts of Lean/TPS (data files, surveys, reports, etc.)
- Materials disseminating information about Lean/TPS and its impacts to others outside of your organization (speeches, presentations, posters, etc.)

We ask that you please submit these documents using one of the methods listed below:

(1) via email to Kristin Carman ([kcarman@air.org](mailto:kcarman@air.org))

(2) via mail to

Kristin Carman  
American Institutes for Research  
1000 Thomas Jefferson St, NW  
Washington, DC 20007

Thank you again for your assistance. Please do not hesitate to contact me should you have any questions.

Best,  
Kristin Carman  
Project Director