

Assessing Waste and Implementing Lean Solutions in Kuwaiti Banks: A Case Study

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Abstract

This research seeks to identify inefficiencies and recommend effective strategies to enhance the account opening process at a prominent bank in Kuwait. Using a case study approach, the study analyzes the current process and proposes lean-based improvements. Six student teams, each consisting of four members, were formed to conduct the analysis. These teams offered various lean solutions to improve banking operations. The study identified multiple forms of waste, such as overprocessing, unnecessary movement, underutilized talent, and prolonged wait times. To address these issues, the teams suggested implementing lean tools like 5S, poka-yoke, andon, and visual management, which could significantly reduce processing time. Recently, banks have started adopting these solutions, highlighting the growing importance of lean methodologies in Kuwait's banking sector. The findings underscore that lean principles can significantly optimize banking operations when supported by the right organizational mindset. To the best of our knowledge, research on lean applications in Kuwait's banking industry is scarce, making this study one of the few to apply lean tools and techniques for process improvement in this field.

Keywords

Lean banking, Process optimization, Waste reduction, Kuwaiti financial sector, Lean methodologies.