

## New Mobile Phone Devices – Being Smart In a New Way to Reduce Waste

**Environmental and Human Health Impact:** Eliminate consumption and disposal of **two tons of paper**, over **28,000 adapters**, and **14,400 software discs**.  
**Business Impact:** Elimination of materials that aren't needed is **cost neutral**.

### Challenge

Kaiser Permanente has been working to streamline care delivery by using IT solutions that enable our staff to perform work in a high connectivity environment. KP receives approximately 300 new devices weekly. However, increased use and ongoing replacement of mobile and smart phones resulted in increased consumption of CDs and peripherals made of metals, plastics, and paper that fill offices and landfills with waste. Recognizing this issue, **Kaiser Permanente sought to minimize mobile and smart phone-related waste.**

### Aim/Goal

- To remove all unnecessary materials associated with a new mobile device.

### Team

Nico Arcino, Senior Manager, Information Technology, Wireless Product Management and Engineering Group  
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### Actions Taken

- ✓ Worked collaboratively with Information Technology (IT) and suppliers to validate what was minimally needed to support and operate a mobile and/or smart phone by investigating:
  - If IT's practice of installing its own standard image on phones would eliminate the need for a customer software disc,
  - If IT had the capability to provide phone documents via a web-site for internal users would eliminate the need for paper documents, and
  - If IT and supplier could agree on what adapters are and aren't really needed by KP phone users.
- ✓ This investigation uncovered three opportunities for waste elimination.
- ✓ **Our suppliers agreed to create a KP-specific new mobile/smart phone kit with a KP SKU that eliminates the need for discs, user guide book, and foreign adapters.**

IT developed an internal web site for quick tips and full electronic documentation.

### Results



We eliminated the consumption and disposal of **two tons of paper**, over **28,000 adapters**, and **14,400 CDs**.

### Lessons Learned

- ✓ Coordination with other internal organizations was critical to success.
- ✓ Working with suppliers delivered quick results versus longer term work with an original equipment manufacturer (OEM).
- ✓ Box packaging is another area for waste reduction, but will take more time working jointly with the suppliers and the OEMs.

### Next Steps

- ✓ Suppliers will make this opportunity available to other customers.
- ✓ Begin phase two with the box manufacturers.