Lean Principles at Free Geek

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We sustainably reuse technology, enable digital access and provide education to create a community that empowers people to realize their potential.

Sustainable Reuse
- Responsible recycler and technology reuse facility
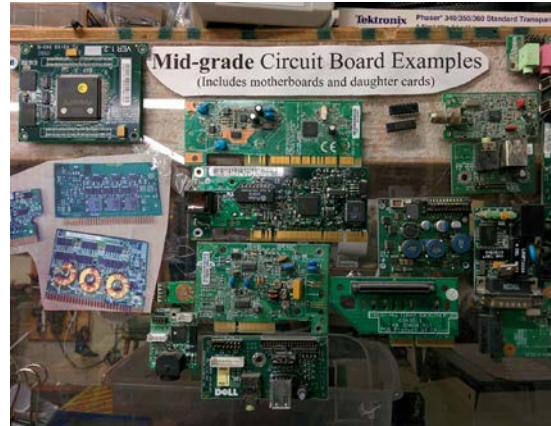- Processing 1 million pounds of e-waste annually

Digital Access
- Connecting our volunteers, local nonprofits, and K-12 students with technology
- Granted 72,620 technology devices since 2000

Education
- Offering free training on e-cycling, computer refurbishment to volunteers
- Providing free classes on computer basics, digital privacy, programming and more

18 Years of Improvements

Managing Values During Change

Goal: Double # of laptops refurbished

Without:
- Requiring additional staffing
- Creating a "factory" work environment
- Taking away education opportunities
- Negatively impacting customer, staff or volunteer satisfaction (retention rate)

OUR VALUES

We believe digital technology should be accessible to everyone at minimal cost, regardless of ability/disability, age, class, color, gender identity, geography, literacy, nationality, physical appearance, race, sex, sexual orientation, or spoken language.

We are proactive in creating an **accepting community that provides meaningful opportunities** for all.

We embrace **diversity**, enabling us to use the power of **uniqueness** to create a **fun and innovative** environment.

We believe in **education that demystifies technology** and **empowers** our community.

We believe in working with the **abundance** around us **to benefit our community.**

We believe in **strong relationships with other change organizations** to mutually further our missions.

We commit to responsibly reusing technology and securely handling all data entrusted to us.

We are accountable to ourselves and our community for keeping our **recycling and reuse** processes transparent and using responsible downstream vendors.

We commit to honesty in our sales practices and integrity in the products that we grant and sell, ensuring our **community** members receive what they want and need.

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Value Stream Mapping

- Laptop flow
- Learn surprising metrics
- Time staff spends
- Time laptops wait

Sort & Sustain

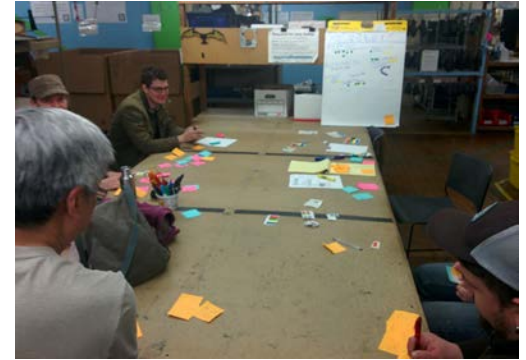- Lock in improvements

Pull. Don't Push.

- Focus efforts
- Save space and time
- Improve impact

Huddle Board and KPIs

- Staff identified what mattered to them
  - Positive Volunteer Experiences
  - Cleanup between shifts
  - Balancing out staff stress
- Seeing trends and tracking issues
- Set up incremental improvements
- Empowers staff to take ownership

Thank you!

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