

VALUE STREAM MAPPING

One-day workshop

1. Value Stream mapping (VSM)

Value stream mapping (VSM) is a high-level diagnostic tool. VSM enables a management team to take a systems approach to increasing customer satisfaction and decreasing cost of operations along the entire product value stream. A VSM workshop is facilitated on an annual basis during which "one year's worth" of projects is identified to further enhance customer service and process performance.

2. Learning Objective and Deliverables

At the end of this workshop participants will:

- understand the purpose and format of a high-level value stream map;
- have a physical detailed VSM for the product (order processing, planning, purchasing, production, quality and distribution) - see attached sample illustration;
- have identified measures of customer value in key processes;
- have a list of prioritised issues and action items on which to work on during a one-year period, that will deliver a more robust, lower cost and customer friendly process, and
- have identified key performance metrics, the achievement of which will help to guarantee consistent delivery of customer value.

The VSM forms the backbone of the continuous improvement roadmap for a product and will largely determine the project resources & training effort required over each year in the future. In a lean organisation the VSM workshop is repeated annually.

3. Workshop agenda

Time	Item	Time	Item
8.30	Introductions Workflow Principles - Takt Time - The 7 Wastes Product overview: - Process steps - Process performance Value Stream Mapping (VSM) physical map drawing and review	13.30	VSM physical map drawing and review
		15.30	VSM summary Value & non-value add activities Issues list Metrics & performance levels
10.00	Break	16.30	VSM action list & next steps
10.15	Value Stream Mapping (VSM) physical map drawing and review		
12.30	Lunch	17.00	Close

4. Who should attend?

VSM is facilitated with the management team, with key operations, quality, engineering and supply chain personnel also in attendance.

Some days or weeks following the workshop Lean Ireland will provide an optional extra training workshop to assist in translating the VSM issues into a meaningful, and appropriately resourced, roadmap of continuous improvement activities for the year.

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SAMPLE CURRENT STATE VALUE STREAM MAP

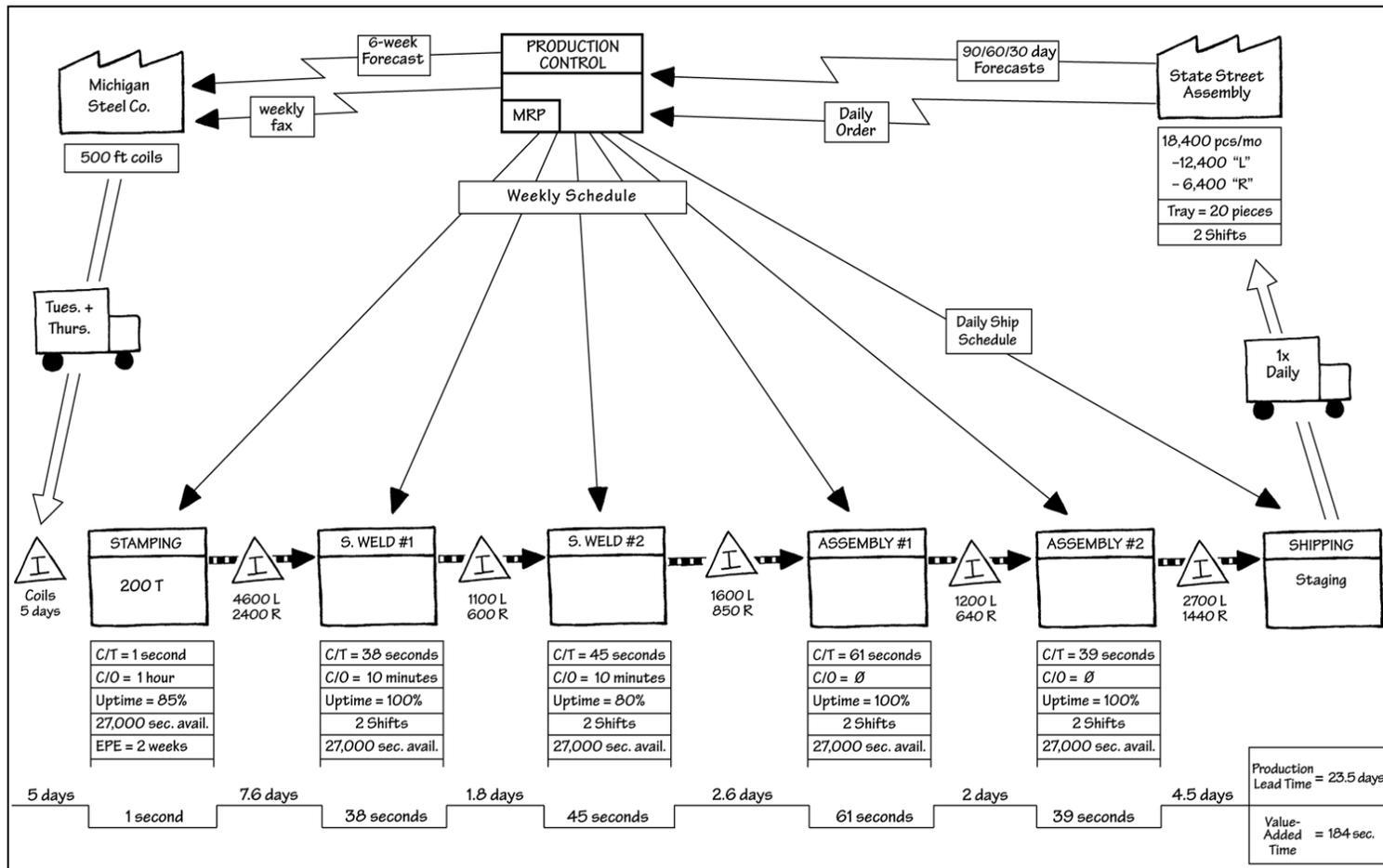


Illustration courtesy of Rother & Shook, *Learning to See*, Lean Enterprise Institute, Brookline Mass, USA.