

WHAT IS A VALUE STREAM MAP?

Visual map of work flow:

- From beginning to end, including the customer perspective (wing-to-wing)
- The steps in the process including time it takes to do each step
- Documented pain points

A tool to:

- Document the current process
- Point to problems
- Focus direction

IT ALL STARTS WITH GETTING THE MESS ON THE WALL



- Chartered cross-functional teams participate in a launch.
- They learn to value-stream map, identify pain points, see waste, “own” the problems, and envision a future state.
- More important than tools, staff are empowered to make improvements that will make their work-lives better, together, with support from leadership.