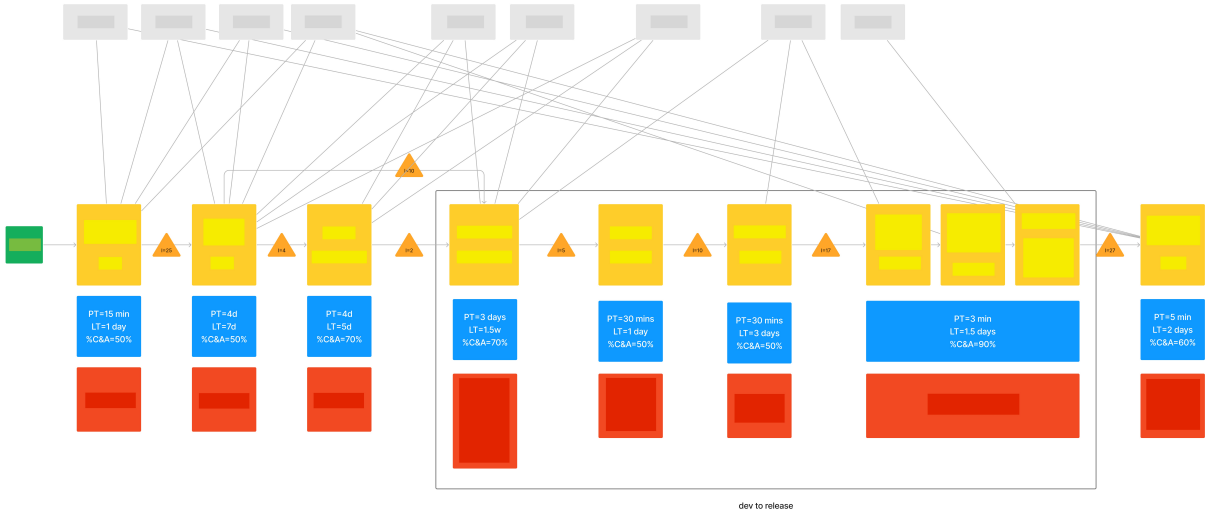# Value-Stream Mapping Handout

What is Value-Stream Mapping?

Value-Stream Mapping (VSM) is a visual tool used to map out the flow of materials and information required to bring a product or service to a consumer. It helps identify waste and inefficiencies in a value stream in order to improve its overall performance.

dev to release

Mapping Steps

Customer

1. Identify whom we are creating value for.

2. List out all the processes along with their corresponding actors. Arrange them in a timeline.

3. Add a symbol for inventory between processes (where it exists) along with the usual count of inventory.

4. Add the follow details

   - Process time (PT) a.k.a. "touch time", the time that work is being worked upon

   - Lead time (LT), time inclusive of waiting

   - Percentage complete & accurate (%C&A), as reported by downstream process

5. Mark the step if it is non-value adding. If it adds value but there are delays or inventory, list down why. Some examples:

   - Back-flow due to defects

   - Waiting

   - Hand-offs

   - Inspection

- Work that could be standardised or automated

6. Summarise metrics into a summary table.

Summary
Total PT = ?
Total LT = ?
Activity ratio (PT/LT) = ?
Rolled %C&A = ?

7. Identify a few improvements and create a future-state map.