

Value Stream Mapping

Map your way to achieving continuous process improvement for a more productive workplace and better service to customers

Value Stream Mapping (VSM)

VSM trains participants to map all activities from the point of request to the point of delivery of a product or service so they can evaluate, plan and prioritize improvements of their Value Streams.

Expected Outcomes for Participants

1. Create Current and Future State Value Stream Maps
2. Define value from the customer's point of view
3. Recognize flow and lack of flow in their Value Stream
4. Identify opportunities for improvement
5. Create and use a Future State Plan to implement identified improvements

"The VSM training provided is an analysis tool that utilizes a structured approach to evaluate and improve processes. It empowers employees to create predictable solutions to improve workflow, efficiency and customer service."

–Bonnie Slykhuis, DBR Lean Consultant



Value Stream Mapping

Training Agenda

- Overview of Lean principles
- Explanation of a Value Stream Map (VSM)
 - Understanding components of a VSM
 - Learning to draw a VSM
- Creating the Current State map
 - Learning how to identify customer value
 - Identifying and collecting data and information
 - Interpretation of the VSM
- Creating the Future State Map
 - Applying Lean tools
 - Gaining agreement on prioritized improvements
 - Developing the Improvement Plan
- Wrap up

Post-training

- Status review meeting

Length of Class

8 – 16 Hours

Class Size

8-18. Size of class will depend on the number of Value Streams to be evaluated.

Client Responsibilities

- Invite participants and set training dates
- Secure room for the training
- Supply refreshments
- Provide management/leader to kick off the first session to establish the purpose and expectations

Trainer Responsibilities:

- Work with leadership to determine Value Stream(s) to be mapped and preferred length of class
- Supply training kit and participant manuals
- Conduct sessions

