

Value Stream Mapping (VSM) is a tool from Lean Management to analyze the flow of materials and information to deliver value to customers. "Value" is typically a product or a service.

## Could you deliver more efficiently?

How many steps of the "stream" in your company really benefit the customer and what is just busywork? How much time do you and your colleagues spend adding value? How much is waste, i.e. things customers don't care about such as waiting times, internal reports, etc.?

Use VSMs to learn how you can deliver what customers pay you for faster.

# Value Stream Mapping

## Example from a medical facility

Patients were dissatisfied because it took more than 3 months to get treatment. The medical facility's VSM:



The staff recognized that they spend only 7 hours per patient in value-adding activities, i.e. activities that advance the patient's treatment. The other ~150 days are waiting time, i.e. waste.

It also became apparent that speeding up, e.g. "Diagnose" would not help them. If they wanted to make a noticeable reduction they had to tackle the 120 days delay between "Eval" and "Research".

In the end, they realized that they didn't need all the steps. They designed and implemented a new VSM that cut their patients waiting time down to 30 days max:



## Create a VSM for your company!

All you need is a pen, sticky notes and 30 minutes time.