

Value Stream Mapping or Process Mapping?

Value Stream Mapping:

- Starts with a current state map describing the current service to customers
- Continues with a future state map, which shows how the process will look in the future with waste reduction and process improvements
- Is "a high-level look at the company's flow of goods or services from customer to customer"
- Contains 7-10 steps
- Captures metrics such as cycle times, defect rates, wait times, headcount, inventory levels, changeover times, etc.

Source: isixsigma.com



Use Value Stream Mapping When:

- You need to locate the bottleneck in a process
- You want to identify opportunities for future improvement efforts
- You have a limited time to document a process and find problem areas



Value Stream Mapping Resources

Web:

- [Create a Map using Visio](#)
- [Value Stream Mapping Symbols](#)



VSM Visio Stencils



Journey to a Lean Enterprise: VSM (courtesy Karen Martin)



VSM Charter (courtesy Karen Martin)

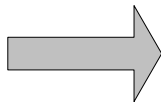


Future State Implementation Plan (courtesy Karen Martin)

Detailed Process Map:

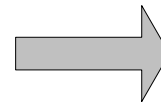
- Identifies the major output, and outputs within a process
- Identifies and classifies process inputs
- Provides a very detailed look at a process
- Follow the sequence of events for each input

Source: isixsigma.com



Use Detailed Process Mapping When:

- You already know the bottleneck in a process
- You want to find waste at the micro-level
- You have time to take a very in-depth look at a particular process



Detailed Process Mapping Resources

Web:

- [Six Steps to a Process Map](#)



Process Mapping for Health Service Staff (courtesy Victorian Quality Council)



Understanding the Patient Journey – Process Mapping (courtesy Improvement and Support Team, Health Delivery Directorate, Scottish Government)

OTHER RESOURCES



Metrics Based Process Mapping (courtesy Karen Martin)



MBPM Charter (courtesy Karen Martin)



MBPM 3x8 Template (courtesy Karen Martin)



PACE Improvement Prioritization Grid (courtesy Karen Martin)