

What is Value Stream Mapping (VSM)?

VSM is a tool to visually show all the actions (both value-added and non-value-added) currently required to bring a product or service through to the customer. In this course we examine its use in at least 10 different industries.

What is the Goal?

To decrease the proportion of time in the supply chain that is not adding value to the company and the customer.

How do we start?

- Map the supply chain to identify what happens and by whom this is done.
- Identify the factors:
 - that cause bottlenecks and delays in the system;
 - that may not be the optimal way of doing things.

What techniques are used?

Two simple but sophisticated techniques to analyse the value-streams are:

- Process activity mapping;
- Value-Added/Non-value added stream mapping.

What type of processes are examined in this way?

Everything! For example :

- The design process from concept to product or service launch;
- The production flow from raw material to the customer;
- The commercial transaction process from Order capture to Cash generation;
- Anything else which involves complex processes and people!

Course Structure:

UNIT 1: Process activity mapping

The focus is to identify what causes time and effort to be wasted and develop more effective systems and procedures to ensure customer satisfaction and achieve maximum value for money.

The key outcome is to develop a process map which identifies opportunities to make measurable changes to the effectiveness of the processes being examined.

The improvements identified will be incorporated into an action plan and will be integrated with the ideas developed during the value-stream mapping session below.

UNIT 2: Value/Non-value added stream mapping

Define the key activities necessary to eliminate the 'waste' and deliver process performance improvement by identifying:

- the 'Vital few' activities that cause inefficiency;
- identifying the Root cause of these inefficiencies;
- identifying opportunities to address these issues.

The key outcome will be for the attendees to develop Value-Stream maps for their area of responsibility and lead their teams in reducing waste thus reducing the non-value added elements of the supply chain.

VSM
summarised

