

**How efficient is your supply chain?**

**An Introduction to VALUE STREAM MAPPING**

**A resumé of this workshop:**

Part 1: An overview of the process: **Process Overview.**

Part 2: A study of the links in the supply chain: **Activity Mapping and layout optimisation.**

Part 3: A detailed examination of process efficiency: **Value-Stream Mapping.**

PHASE	DETAILS	DURATION	OBJECTIVES
<p>Part 1 An overview of the process: Process Overview.</p> <ul style="list-style-type: none"> <li>• Process mapping: a tool used to understand, analyse and document processes and activities in an organisation.</li> <li>• It can be used to identify opportunities for improvement.</li> <li>• It involves displaying the sequential steps involved in converting a specific input into the required output.</li> </ul> <p>(The emphasis during the initial session is to get the attendees to start identifying what causes time and effort to be wasted and the importance of developing more effective systems and procedures to ensure customer satisfaction and maximum value for money.)</p>	<p>A range of supply chain configurations are mapped to identify what happens and by whom this is done.</p> <p>What type of processes are examined in this way?</p> <ul style="list-style-type: none"> <li>• The design process from concept to product or service launch.</li> <li>• The production flow from raw material to the customer.</li> <li>• The commercial transaction process from Order capture to Cash generation.</li> </ul> <p>At the end of this stage we then introduce two simple but sophisticated techniques to analyse the value-streams:</p> <ul style="list-style-type: none"> <li>• Process activity mapping</li> <li>• Value-Added/Non-value added stream mapping.</li> </ul>	<p>2 hrs.</p>	<p>Learn to observe and flow chart the <b>Actual</b> process.</p> <p>Begin to perceive during this activity that :</p> <ul style="list-style-type: none"> <li>• Reality is invariably different from perception;</li> <li>• Few processes work the way we think they do.</li> <li>• The purpose of value stream mapping is to identify waste, not to develop the perfect process map.</li> </ul> <p>(Quite often, a lot of the potential process improvements (the low hanging fruit) can be realised just by undertaking this simple flowcharting process.</p> <p>Throughout each phase real case study examples which illustrate how these techniques can be deployed to improve real processes are examined.)</p>

<p>Part 2</p> <p><b>Activity Mapping and layout optimisation:</b></p> <p>A study of the links in the supply chain.</p> <p>This involves mapping the supply chain as a process not as a series of separate functions.</p> <p>It is often when process transactions cross departmental boundaries that problems arise in the process chain.</p> <p>In this phase of the workshop the ‘Swim lane’ approach to activity mapping is introduced: an excellent tool for examining the problems that can occur when processes cross organisational boundaries and which can be used to identify what different parties contribute to the overall process.</p>	<p>Activity maps examine the supply chain from a process perspective to identify what happens and by whom this is done.</p> <p>This phase seeks to identify factors that:</p> <ul style="list-style-type: none"> <li>• Cause bottlenecks.</li> <li>• May not be the optimal way of doing things.</li> </ul> <p>The relationship between the process activity and the workplace layout/organisation is then examined.</p> <p>Supplementary improvements that enhance product flow are considered.</p>	<p>2 hrs.</p>	<p>For each of the steps in a process the following questions are asked:</p> <ul style="list-style-type: none"> <li>• Can this step be eliminated/combined or simplified?</li> <li>• What is the core purpose of this step and how else could it be accomplished?</li> <li>• What could be done "upstream" that would allow this step to be eliminated?</li> <li>• What effect do errors and variance at this step have on the rest of the process?</li> <li>• What are the key activities and training necessary to eliminate the ‘waste’ and deliver the process performance improvement?</li> </ul> <p>(Throughout each phase real case study examples which illustrate how these techniques can be deployed to improve real processes are examined.)</p>
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<p>Part 3</p> <p>A thorough examination of the process details : Value-Stream Mapping.</p> <p>Value-Stream Mapping (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.</p>	<p>Central to the workshop is the development of Value-stream maps for the processes under consideration.</p> <p>The flow of the process is categorised into its key steps:</p> <p>The following are recorded for each activity:</p> <ul style="list-style-type: none"> <li>• Distance moved</li> <li>• Time taken</li> <li>• Number of parties involved</li> </ul> <p>The 8 Wastes of Muda are introduced and these are used to categorise each of the process steps as:</p> <ul style="list-style-type: none"> <li>• Value-added operation</li> <li>• Transport</li> <li>• Storage</li> <li>• Inspection</li> <li>• Other delays</li> </ul> <p>Each process step is allocated to the respective value categories and the value-added ratio calculated.</p>	<p>2 hrs.</p>	<p>The Value-added ratio is introduced as a measure of process efficiency and as a basis for assessing improvement.</p> <p>During this activity efforts are made to :</p> <ul style="list-style-type: none"> <li>• Identify the ‘Vital few’ activities that cause inefficiency.</li> <li>• Identify the root cause of these inefficiencies.</li> <li>• Identify what opportunities exist to address these issues.</li> <li>• Develop an action plan to make this happen.</li> </ul> <p>The key outcome of this phase will give the attendees the tools to develop Value-Stream maps and the techniques to lead a team in eliminating waste and improving the Value-added ratio.</p> <p>(Throughout each phase real case study examples which illustrate how these techniques can be deployed to improve real processes are examined.)</p>
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