

The workplace is an enormously complex place where from the lean experience only **visuals** convey enough information to understand process steps, flow, relationships, hidden waste and lead - time behaviour.

Visualisation brings a **detailed understanding and major breakthroughs** in productivity and other performance issues. It leads to a **team consensus** on improvement change, systemic problems and remedies. While finished charts communicate information about a situation, the real value is the mapping itself as this is where **insight grows, paradigms shift and consensus builds**.

**Value Stream** and **Process Maps** take different perspectives, however, the work they visualise is the same and both have a place in your business.

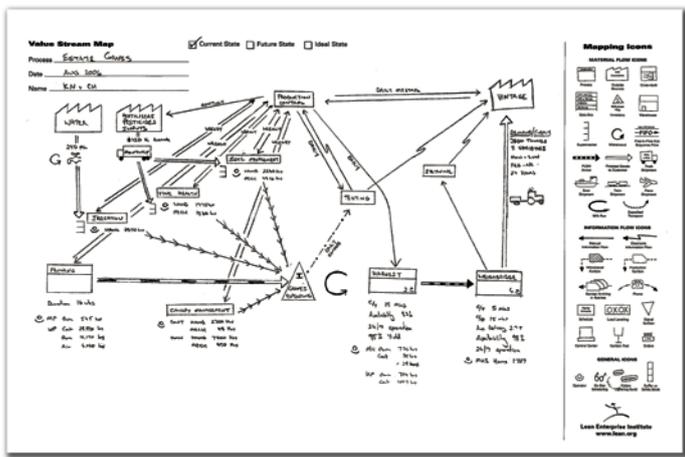
## Process & Value Stream Mapping

### Process Mapping Application Simplified

One of the most difficult challenges for many organisations is to understand and explain how work and tasks are accomplished. Additionally organisations need to establish a standardised approach to work using common vocabulary for documenting and describing work processes. Attend this workshop and learn how to map and improve your processes. Process Mapping is also known as Process Charting or Flow Charting. It is one of the oldest, simplest and most valuable small step improvement tools for stream lining work and removing wasteful practices. It is a subtle approach and requires training to establish motivated facilitators to get the best results. Process Mapping is highly detailed to present line managers, supervisors and workplace teams with the greatest opportunity to identify waste and make small step continuous improvement.

### Value Stream Mapping Overview

One of the most difficult challenges for management is to analyse the "Current State" of a product or service's "Value Stream" taking a strategic view of what the "Future State" or business intent should be. "Value Stream Mapping" is based upon Lean principles and is a powerful tool used to identify opportunities for significant process improvement within an organisation. It allows an organisation to identify those constraints preventing processes from flowing at their optimum. They identify major process steps and take a broader and wider view than Process Mapping and are best used by management to portray the "business intent" relative to a "Future State" for products or services. Value Stream Mapping & Analysis is a tool which allows a business to broadly capture and document their product / service material, process and information flow and key metrics from a predetermined value stream perspective. They take a holistic view and include an analysis of the ratio or velocity between value adding and non value adding work for the entire product or service value stream with the express intent of improving velocity.



## Workshop Content and Learning Objectives

Lean Thinking and Lean Management are often defined as how effectively a customer's needs are delivered and translated into customer satisfaction. Therefore key metrics are often expressed in terms of lead-time, productivity, service levels, quality and inventory. The fact is most of our organisations have a great deal of waste and non value adding work within processes and systems of work. The most effective way to eliminate existing waste is by revising and redesigning key business processes as it provides tremendous benefits and bottom line improvement. So where do we start? **It is imperative that companies establish early - Just how is work done around here?** The most appropriate method to establish the "Current State" of work around here, is by process mapping.

### Day 1 (full day)

**What is Process Mapping?** The Workflow diagram.

#### Constructing a Flow Chart

- Determine the Chart Boundaries.
- List the Steps to be charted.
- Ensure the sequence is correct.
- Use of international charting symbols.
- Types of Flow charts.
- Charting case study.
- Video.

**What is Value Stream Mapping?** The Business Intent

- How to select a value stream.
- Constructing a "Current State" value stream map.
- International charting symbols
- Case study charting exercise.

Value Adding / Non Value Adding.  
7+1 Wastes of Lean.

#### Selecting a workplace project

Each participant is required to work on a small, real workplace project. This is a learning by doing exercise that identifies the current state of work, waste (Non Value added) and the opportunities for improvement.

### Day 2 (full day)

#### Review of workplace projects

Presentation of projects by participants.  
Lessons learnt.

#### The "Future State"

- Identifying waste.
- ECRS.
- Takt Time.
- Work balance.
- Pull versus push.
- Complete a draft future state map.

### WHAT YOU TAKE AWAY!

- A full set of workshop notes.
- Process mapping worksheets.
- Value stream mapping work sheets.
- A completed Process Mapping project.
- A completed "Current State" Value Stream mapping project.