



## Solutions in Operations

*How do you design,  
manage, and improve your  
key products and work  
processes?*

*How do you ensure effective  
management of your  
operations?*

# Transactional Value Stream Mapping

Lean is defined as, “A systematic approach to identifying and eliminating waste (non-value-added activities) through continuous improvement by flowing the product at the pull of the customer in pursuit of perfection.” In business process or administrative environments, the product is usually information or information based, such as closing books at month end, a purchase order, a help desk call, a customer order, an employee request, a new product design or something similar. Most business processes and value streams are informal processes that have “grown up” over time. These processes and value streams are often spread over several functional areas with a great deal of waste built into them inadvertently as changes have been made. This causes administrative value streams to fail to meet customers’ expectations in terms of response time and accuracy. It also causes administrative value streams to require excessive resources (people and time), which increases the cost of doing business. Eliminating waste in key business processes by applying administrative value stream mapping will provide benefits to organizations and their internal and external customers by reducing lead time, improving quality and reducing cost.

### WORKSHOP OBJECTIVES

The workshop illustrates the basic skills involved in Transactional Value Stream Mapping. This group training exercise is designed to precede a VSM implementation or Kaizen event.

- Outline the eight basic wastes in the context of non-production processes
- Review the various Lean/world class enterprise concepts to develop a necessary foundation
- Demonstrate a step-by-step process for reviewing and designing a Lean system, and explore the means by which to apply flow concepts. The processes covered include, but are not limited to: Sales, Order Entry, New Product Design, Inventory Control, Purchasing, Inventory Management, Invoicing, Scheduling, Production Control, Cost Accounting, General Accounting
- Highlight real-world case studies
- Review the actual business process re-design approach. This approach utilizes a state model for change
- Develop a map of the current state that serves as a basis for re-designing the various business processes
- Create a future state map that serves as a “what can be” vision

### VALUE STREAM MAP DEVELOPMENT

Following the workshop, IMEC will facilitate a group of your employees through the Transactional Value Stream Mapping process on a selected company value stream, implementing the techniques learned.

### BENEFITS OF VALUE STREAM MAPPING

- “See the flow” of your value stream and wastes in the flow
- View all steps in in the value stream, both value added and non-value added from a systems perspective
- Determine which steps are value added and non-value added from internal and external customer points of view
- Map the business processes that information flows through in the value stream
- Create a blueprint for Lean transformation – the Future State Map
- Develop an action-item list, prioritizing activities needed to achieve the future state
- Learn effective metrics to measure the performance of business processes and value streams



#### WORKSHOP DETAILS

Duration: 3 hours

Class size: 8-20

#### VSM DEVELOPMENT (INCL. TRAINING)

Duration: Typically 2-3 days

Class size: 5-10

For more information, contact IMEC at 888-806-4632 or [info@imec.org](mailto:info@imec.org).