# VALUE STREAM MAPPING (VSM):
## A Brief Tutorial

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CONTINUOUS QUALITY IMPROVEMENT TRAINING

# VSM: An Overview

- A fundamental tool to identify waste, reduce process cycle times, and implement process improvement.
- Used to capture important process flows and metrics.
- Identifies value-added and non-value added steps in the process.
- Identifies all events in a service or process from beginning to end and focuses on what is important to customers.

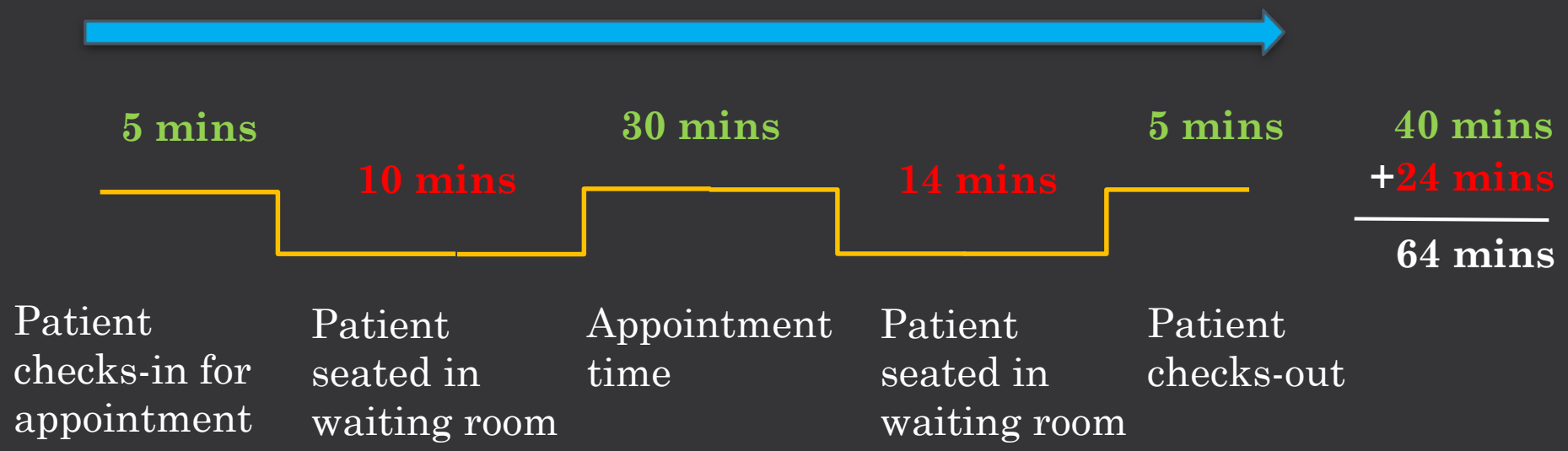
Source ( ASQ, n.d.)

# VSM: How & When to Use

- Used by project managers for opportunity and project identification.
- By creating a *current* version of the process, flaws can be identified, corrected and a *future* version of the process can be created.
- It assesses impact of products or services on customers.
- Helps in differentiating between valuable and non-valuable events from customers' perspective.

Source ( ASQ, n.d.)

# VSM: Example




The total appointment time is 64 minutes. Of which 24 minutes are of **non-value** and 40 minutes are of **value** to the patient.