

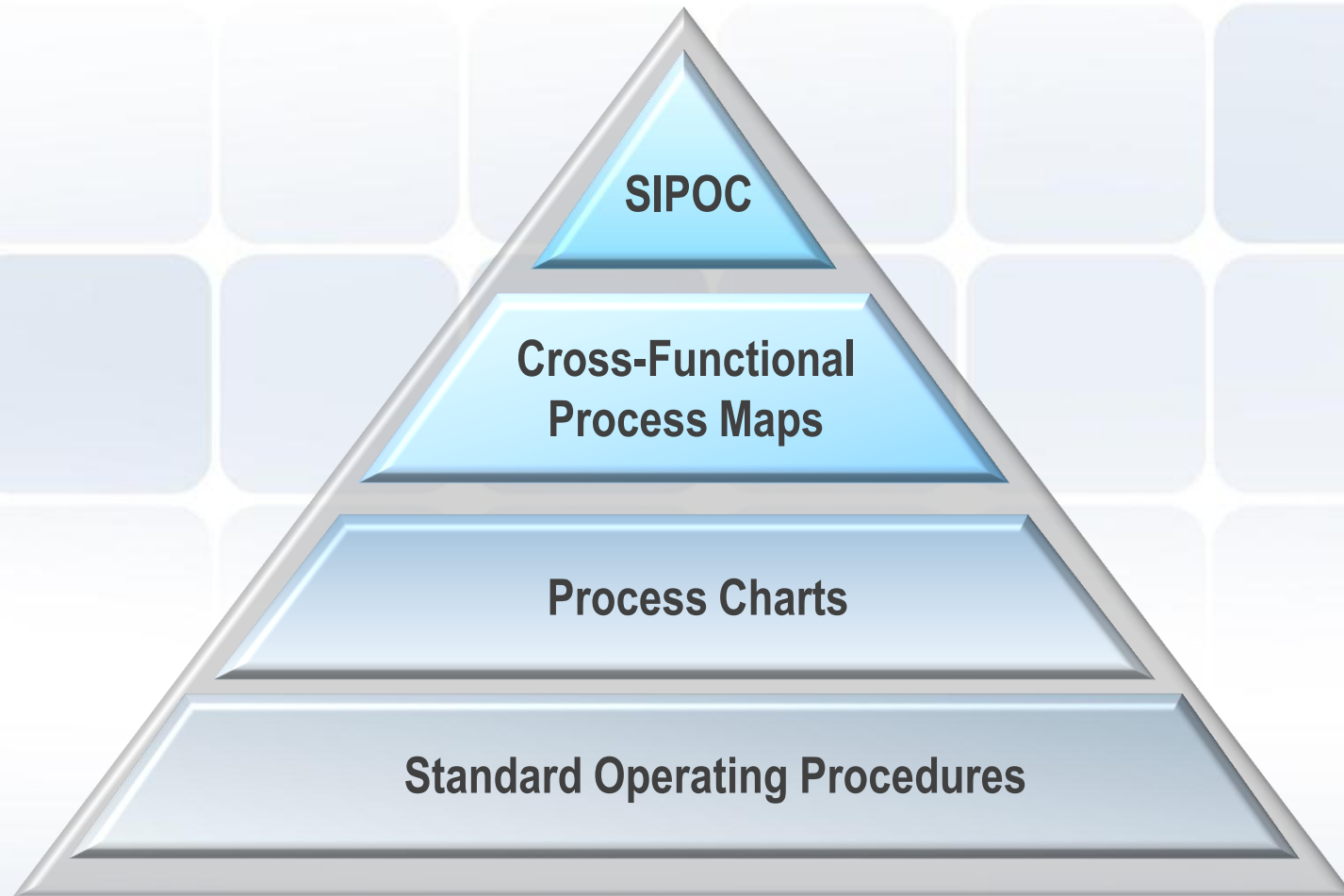
Start Up Screen

# Process Mapping Tools

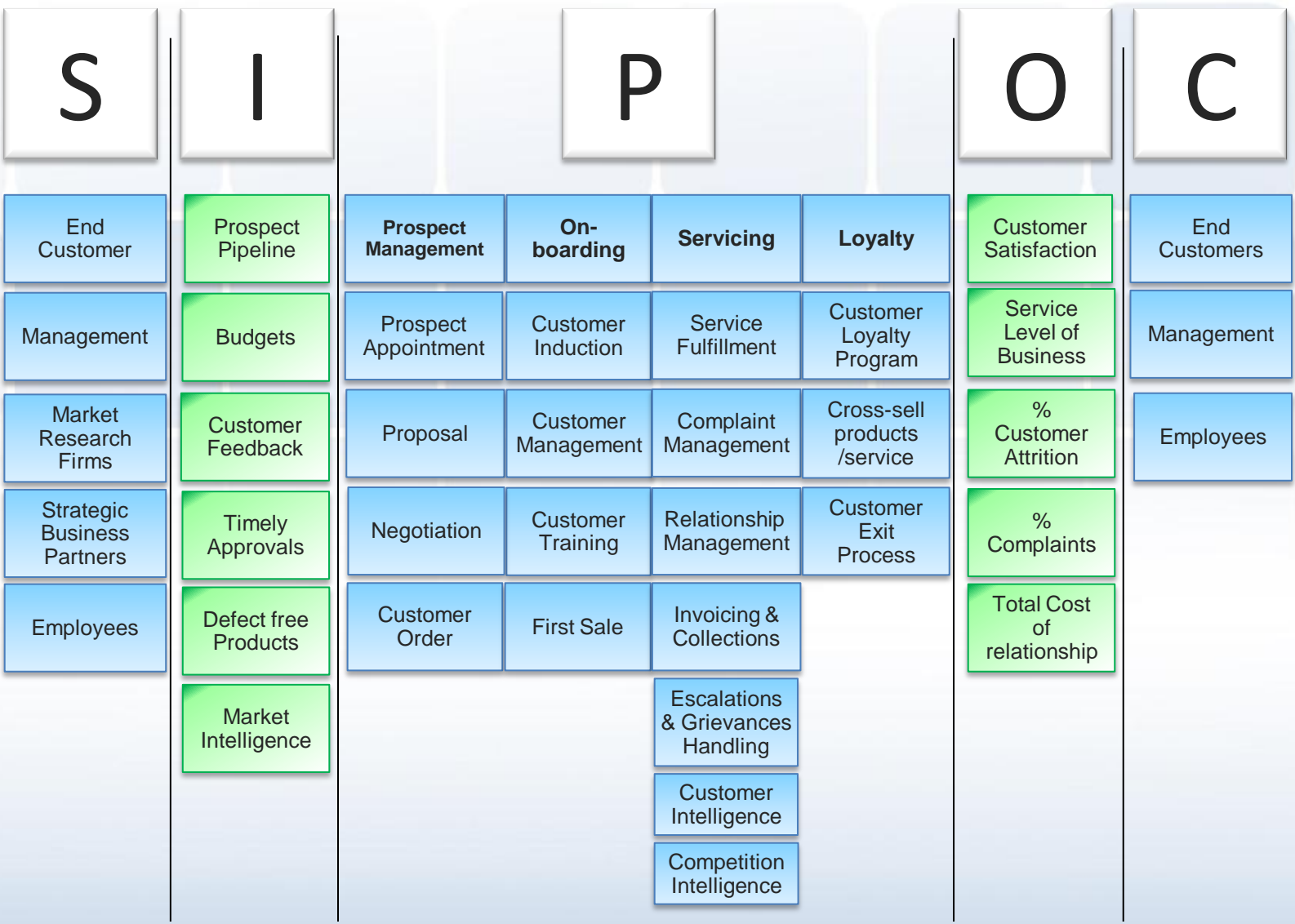
## Take Aways



# Types of Process Mapping Tools



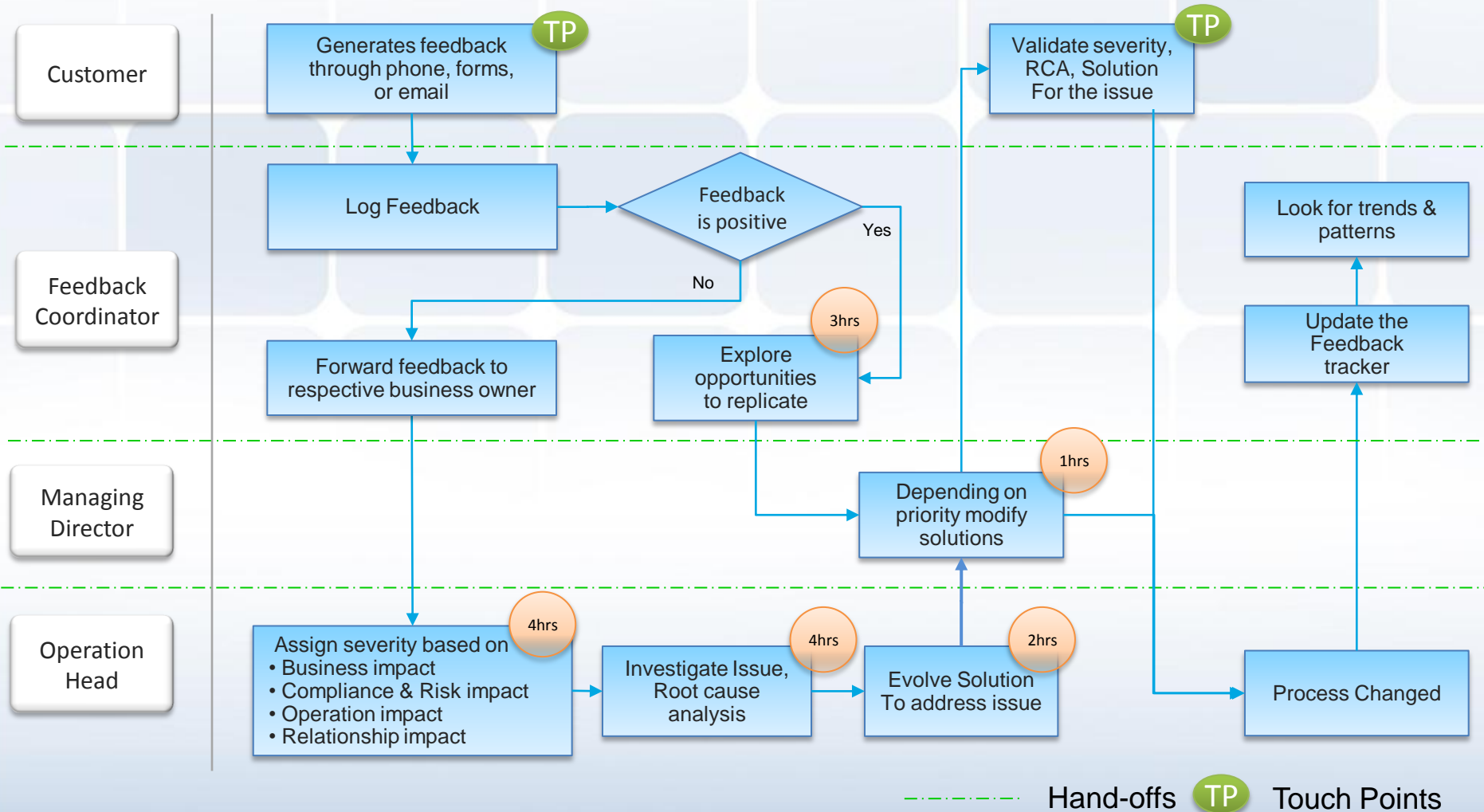
# Example: SIPOC







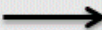

# Cross Functional Map

## Example from Services

### Process addressing customer feedback



# Process Mapping Symbols

Symbol	Name	Description
	Process	An operation, action/step
	Decision	A question or branch in the process
	Data	Indicates data input and outputs to and from a process
	Document	A document or report
	Connector	Direction of flow of material or information
	Terminator	A start or stop point in the process



Aka VA, can be recognized & classified as steps that:

- 👍 Are essential for the process
- 👍 Can change input into output that customers expect
- 👍 Are done right the first time
- 👍 Customer is willing to pay for

## Example:

- 👍 Resolving customer query
- 👍 Filling relevant fields in a form
- 👍 Receiving payments
- 👍 Signature on a document

# Non Value Added Activities



Aka NVA, can be recognized and classified as steps that:

- 👍 Are non-essential to the process
- 👍 Do not change form of input in any way
- 👍 Are repetitive in nature
- 👍 Customer is NOT willing to pay for

## Example:

- 👍 Queuing
- 👍 Walking
- 👍 Checking
- 👍 Fixing
- 👍 Rework



# Non Value Added Activities - 7 Wastes





Aka VE, can be recognized and classified as steps that:

- 👍 Are essential to the process
- 👍 Exist even if customers are not willing to pay for them
- 👍 Are a precursor to future value adding activities
- 👍 Help individuals grow, such as training & development

## **Example:**

- 👍 Development and training
- 👍 Audits
- 👍 Office administration
- 👍 Next-generation product features

# Strategy to handle NVAs & VEs



# Important Terms: Process Value Analysis

## Lead Time (LT)

Time it takes one piece to move all the way through a process or value stream. Aka TAT

## Cycle Time (CT)

Time it takes to complete a set of activities in a process

## Process Time (LT)

Actual time it takes for work elements to transform inputs into outputs in a given process step

# About Us

**We are a Consulting & Management firm & help clients in:**

- Deriving & executing **Business & Functional Strategies**
- Making **Customer Experience** a competitive advantage
- Improving profitability by leading **Business Transformation** initiatives

## Consulting Clientele

