



How to Map the Value Stream?

First, we must identify & define the '**Customer**'

- Define the customers of:
 - The healthcare delivery system as a whole
 - Each process being targeted for improvement
- Identify each customer as:
 - Internal Customers
 - External Customers

** Remember...it is essential to incorporate the Voice of the Customer (VOC) into every process!*

6 Steps of Value Stream Mapping:

1. Document the Customer and the customer's needs
2. Identify the main steps of the process
3. Select the standardized metrics to measure each step
 - a) Time (process, lead, changeover)
 - b) Completion Percentage
 - c) Accuracy
4. Perform a "Gemba Walk" (walk through to assess current state)
5. Establish how steps are prioritized
6. Calculate the summary metrics