

Creating a Value-Stream Map

All value-stream maps are laid out in a horizontal format. They capture major categories or zones of fact finding, each of which will be explained later in this chapter. We find it helpful to think about value-stream maps in terms of the following six zones:

- 1. The customer** is identified in the upper-right corner. The customer is the recipient of the output or outcome of the value-stream. The customer defines the value delivered by the value stream.
- 2. The supplier** is identified in the upper-left corner. The supplier triggers the start of the process. (Note: If the customer also is the supplier—as is the case in St. Luke’s map—you also could draw the map with the supplier and customer shown in the same location using just one icon.)
- 3. The processes** in the value stream (process boxes) are located across the middle of the map. A process is a group of activities that together deliver a work product or result that is handed off to the next process.
- 4. Information flow** appears in the upper-middle portion of the map. This area is used to indicate examples of the types of communication with units, departments, or functions outside the value stream that are necessary to make the work progress, including normal communication and efforts to address problems in the functioning of the value stream. A straight arrow represents manual information flow, and a jagged arrow is electronic information flow.
- 5. Process data or metrics** for each process are shown below the processes—each process box has its own data box.
- 6. A timeline and summary** appear at the bottom of the map.

St. Luke's—Current-State Value-Stream Map

