

1. Select the answer that best reflects the content presented in the Lean for Dummies book.

	True	False
A value stream map is a graphical representation of how all the steps in any process line up to produce a product or service.	<input checked="" type="radio"/>	<input type="radio"/>
There is a danger in getting caught up in making the value stream map so complete and perfect that you don't proceed to the improvement stage.	<input checked="" type="radio"/>	<input type="radio"/>
Once the current state map is depicted, you should quantify the process time and qualify the activities as value-added and non-value added.	<input checked="" type="radio"/>	<input type="radio"/>
The flow of information should never be included in a value stream map.	<input type="radio"/>	<input checked="" type="radio"/>
The best way to validate a current state value stream map is to go to where the work is happening and make observations.	<input checked="" type="radio"/>	<input type="radio"/>

2. A value stream map is a powerful tool that:

- Provides a common language and common view to analyze the value stream.
- Should only be used by trained professionals.
- Is applicable only to manufacturing settings.

3. The basic elements of a value stream map include:

- Process steps, computer equipment needed, cost, and quality.
- Process steps, defects, poor performance points, and assignment of blame.
- Process steps, inventory, information flow, box score data, lead time, and the rate of customer demand (takt time).

4. The best way to understand a process is to:

- Analyze reports about how the process has performed in the past.
- Go to where the work is done and observe it yourself for a significant length of time.
- Talk to someone who used to work in the process.

5. To avoid mapping paralysis, you should:

- Make your initial best cut, validate, and move on.
- Let everyone know ahead of time that they will need to stay late to finish.
- Use brainstorming to decide what to put on the map.

6. To be considered value-added, an activity must meet which criteria:

- Be something the customer is willing to pay for.
- Transform the form, fit, or function of the product or service in some way.
- Be done correctly the first time.
- All three – customer must be willing to pay for it; it must transform the product or service in some way; and it must be done correctly the first time.