

Prompt Questions to Build a Value Stream Map

Ask process experts (those doing the work) these questions to create the map. If possible, observe and time the work.

Scope:

Question	Key Information
Who receives/uses the final product of this process?	Customer
What product does the customer receive at the end of the process?	Output
Who triggers the process?	Supplier
What does the supplier provide to trigger the process?	Input
What is the first major step or work activity in your process?	First process step

Process Step Boxes

Question	Key Information
What work happens in this process step?	Activity
Who does the work? How many people perform this step?	Operators
Is someone else working on it at the same time? What are they doing with it?	Simultaneous work
What computer systems do you use? How do you track information about the product?	Information systems
What requirements do you have around this step? Where do they come from, how do they come (paper/electronic), and how often do they come?	Requirements, Exit Criteria

Data Boxes (time elements)

Question	Key Information
Do you have an inventory of work in a queue or inbox? If so, how long does it sit in your queue before you work on it? How old is the job that's been in the queue the longest?	Queue/Wait time
If you're not interrupted, how much time do you spend actually working on the product?	Touch time
How long do you have it before passing it on? (Total time from first touch until handoff, including time it may wait in process or for the rest of a batch to be processed.)	Cycle time

Data Boxes (inventory)

Question	Key Information
How many of the product are waiting in your queue/inbox for you to work on them?	Inventory volume

Data Boxes (first time quality)

Question	Key Information
What percentage of the time is it ready to work on when you get it (defect-free)?	Incoming yield
Who fixes defects found at this step in the process?	Rework loop

Handoff Arrows

Question	Key Information
What exactly do you deliver to the next step in the process?	Product
How is it delivered to the next step (electronically or physically)?	Method of delivery
Are products batched/bundled for handoff? If so, how many units are batched together?	Batch volume