Value Stream Mapping-Critical Questions

Step 1 – Define Customer Requirements

1. Who are my customers (end-user and internal)?
2. What do my customers really require?
   - How many, how much, how often, and why?

Step 2 – Make the Work Flow

1. Do we really need all these steps?
2. How can we avoid/eliminate all delays and interruptions to make the work flow?

Step 3 – Improve Work Quality and Reliability

1. How can I structure the work inside the process step to deliver 100% C/A (Complete & Accurate) to my downstream customer 100% of the time?
2. How can I identify problems immediately?

Step 4 – Design to Manage for Improving and Learning

1. How will you use milestones to draw together the organization?
2. How will you manage the process so that the work is complete and accurate at the milestones?
3. How will you ensure that learning is captured and used to improve the performance of the value stream?

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