







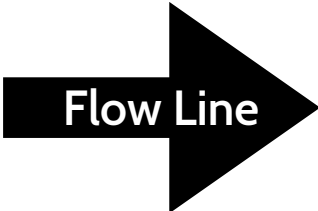

Process Brilliance: Your Roadmap to Efficiency with upleashed

Boost productivity and trim waste with this succinct guide from upleashed, your specialist in Process Mapping and Value Stream Analysis. Discover how to read and utilise process mapping symbols, understand the value within every process step, and apply crucial quality metrics to your operations. At upleashed, we're committed to driving your business towards sustainable improvement, delivering value where it counts. Delve in to transform your processes and elevate your organisational performance.

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Understanding Process Mapping Symbols

Understanding process mapping symbols is key to efficient workflows. At upleashed, we use these symbols in Lean Process and Value Stream Mapping to help organisations identify waste and streamline operations. By mapping your processes, we highlight areas for improvement, optimise operations, and drive productivity.

Symbol / Title	Description
 Start / End	The Start/Stop symbol signifies the initiation or termination of a process. It's often referred to as the "terminator" and is crucial for identifying the boundaries of a process map.
 Process Step	A Process Step symbol is a fundamental element in process mapping, representing a specific task or activity within the process. It's a visual cue for actions that move the process forward.
 Decision	The Decision symbol marks the juncture in a process where a choice must be made. It typically signifies a divergence point where the process splits based on a yes/no or pass/fail outcome.
 Delays	The Delays symbol, often represented by a 'D', indicates periods of waiting or inactivity in the process. It helps identify potential bottlenecks or inefficiencies that can be targeted for improvement.
 Flow Line	The Flow Line symbol illustrates the direction of process flow. It connects different elements in the process map, showing the sequence and progression of activities.
 Storage	The Storage symbol, often depicted as an inverted triangle, represents the stages in the process where materials or information are stored or held.

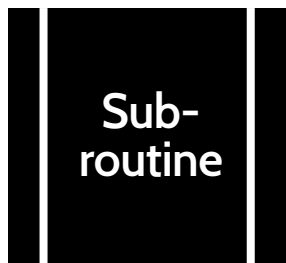
Understanding Process Mapping Symbols (continued)



On Page Connectors are symbols used to avoid clutter in process maps. They indicate that one point connects to another within the same page, providing a clear reference without crossing flow lines.



The Off Page Connector symbol links processes across different pages or sections of a process map. It ensures continuity and coherence in multi-page process diagrams.



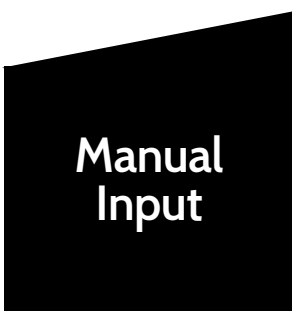
The Sub-routine symbol denotes a predefined, standardised process that is part of the larger process. It helps simplify complex processes by encapsulating recurring sequences.



The Document symbol signifies process steps that result in the creation of a document. It helps track documentation requirements within the process.



The Data symbol represents the information inputs and outputs within the process. It's used to highlight stages where data is either received or generated.



The Manual Input symbol indicates stages in the process where user intervention is required to input information or make adjustments. It helps identify areas that may benefit from automation or process redesign.

Enhancing Process Efficiency through Value Stream Mapping

Introduction

Value Stream Mapping (VSM) is a powerful tool used in Lean methodologies to visualise and understand the value contribution of each step in a process. By overlaying a process map with a value stream, organisations can identify and eliminate waste, thereby improving efficiency and effectiveness.

Understanding Value in a Process

The concept of 'value' in a process is determined from the perspective of the customer. A step is considered 'value-adding' if it contributes directly to the product or service in a way that the customer is willing to pay for. Conversely, a 'non-value-adding' step does not directly contribute to the end product or service from the customer's perspective. These steps are often considered waste and are prime targets for elimination or reduction.

Categorising Process Steps

Value-add

Value-Adding Steps: These are steps that directly contribute to the end product or service that the customer wants. For example, in a car manufacturing process, the assembly of the car's engine is a value-adding step.

Non value-add

Non-Value-Adding Steps: These are steps that do not directly contribute to the end product or service. For instance, the time spent moving parts from one station to another in a factory could be considered a non-value-adding step.

Sustaining

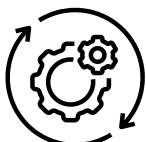
Sustaining Steps: These steps do not directly add value from the customer's perspective but are necessary for the process to function. These steps are often necessary for legal, safety, or operational reasons. For example, quality inspections do not directly add value to the product, but they are necessary to ensure the product meets certain standards and regulations.

Color-Coding the Value Stream

By color-coding these steps (value-add = green, sustaining = blue, non-value add = red), we can create a visual representation of the value stream. This visualisation makes it easier to identify areas of waste and opportunities for process improvement. It's a powerful tool for driving Lean initiatives and fostering a culture of continuous improvement.

Importance of Value Stream Mapping

Understanding and analysing the value contribution of each step is crucial because it helps organisations focus their efforts on activities that create the most value for their customers. By eliminating or reducing non-value-adding steps, organisations can reduce costs, improve efficiency, and deliver better value to their customers. Value Stream Mapping is thus a vital tool for any organisation seeking to optimise its processes and enhance customer value.



Action. Upon finalising your process map, we encourage you to scrutinise each step meticulously. Apply value-add, non-value-add, and sustaining markers as overlays to distinguish their nature. Additionally, it's crucial to reassess the process flow and the placement of steps within it - minor adjustments to the sequence or the physical positioning of stations can yield substantial improvements to your overall process.

Measuring Quality in Process Improvement: Key Metrics and Approaches

Introduction

In the realm of process improvement, it's essential to have robust metrics in place to evaluate the effectiveness of changes made. While time metrics, such as 'process time' and 'elapsed time', provide valuable insights into efficiency gains, it's equally important to measure quality to ensure the improvements are not compromising the output's integrity.

Understanding Quality Metrics

Quality metrics are tools used to measure the value and performance of products, services, or processes. They help organisations understand the effectiveness of their quality control systems and identify areas for improvement. Quality metrics are crucial in Lean methodologies as they ensure that the pursuit of efficiency does not lead to a decline in product or service quality.

Key Quality Metrics



- **Defect Rate:** This is the percentage of products or services that fail to meet the required quality standards. A lower defect rate indicates higher quality.



- **First Pass Yield (FPY):** This metric measures the percentage of products or services that meet quality standards without needing any rework or repair. A higher FPY indicates a more efficient and higher-quality process.



- **Customer Satisfaction Score (CSAT):** This metric gauges the overall satisfaction of customers with a product or service. High customer satisfaction often correlates with high-quality products or services.



- **Net Promoter Score (NPS):** This measures the willingness of customers to recommend a company's products or services to others. It's an indirect measure of quality, as customers are more likely to recommend high-quality products or services.

Implementing Quality Metrics

To implement these metrics, organisations need to establish a system for collecting and analysing relevant data. This could involve customer surveys for CSAT and NPS, quality inspections for defect rate, and process monitoring for FPY.

Quality metrics are an essential component of process improvement. They provide a balanced perspective when paired with time metrics, ensuring that efficiency gains do not come at the expense of quality. By carefully selecting and monitoring quality metrics, organisations can drive meaningful, sustainable improvements in their processes.