# Value Stream Mapping (VSM)

What is it?

A VSM is a process which harnesses the knowledge of the team, the in-house process experts, to create an agreed picture of the process and the wastes and challenges that exist within it. Importantly, it also allows in a controlled, but engaging way, the opportunity for people to identify potential solutions to the issues identified.

Why do it?

- Creates stakeholder engagement by forming a picture of the process that the team agrees with
- Mapping assists in identifying waste, issues and opportunities
- Provides a picture of the overall value chain, which avoids the silo approach that often exists within individual steps of larger processes, that span numerous departments

When to apply?

- To view processes that have multiple departments, to look at the overall efficiency of the process
- As the starting point for any improvement to understand the "As Is" as opposed to the "Should Be" process
- Can be used as an approach to build a Continuous Improvement program
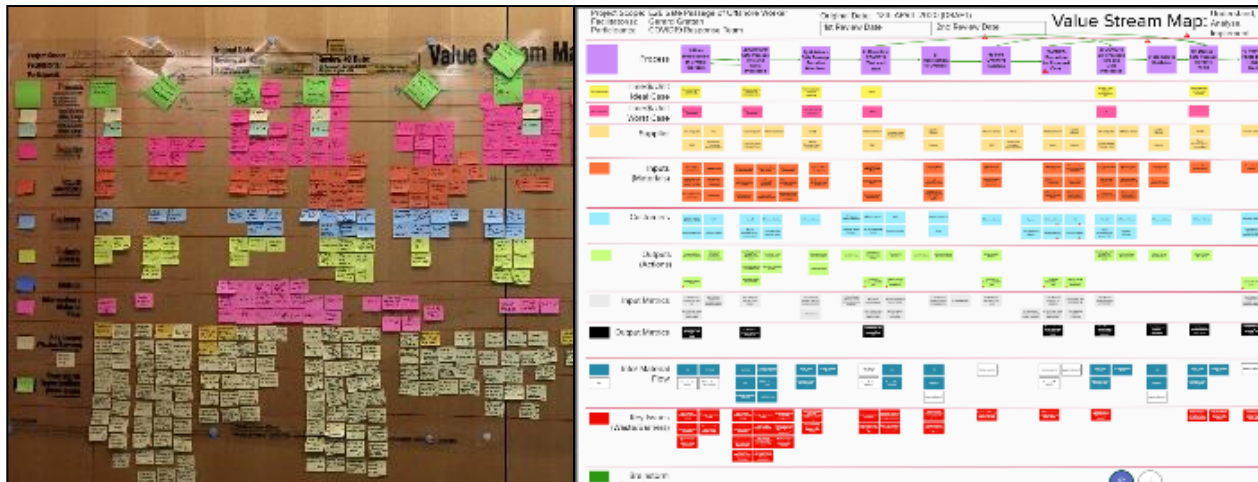
Benefits realised in running VSM sessions for clients

- 2 day procurement VSM resulted in more than 25 projects across the area - savings exceeded £25M
- Reduction in time taken to engage and agree new processes by over 3 months
- Running a "To Be" VSM unblocked new approaches that had stalled for over 1 year
- Supported creating new methods and processes in a structured way
- Used as foundation for identifying issues and opportunities to build Businesses Improvement plans for the future

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