LEGEND FOR VALUE STREAM MAP (VSM)

| Step #	Step Name	Post-It Color & Shape/Symbol	Notes
1 ☐	Identify your Customer: Who's requesting the service? How do they request it (trigger)?	Yellow, Crown	
2 ☐	Identify the 1st process step & subsequent steps Use a separate post-it for "notes".	Yellow, Process Box	
3 ☐	Identify "waits" **within** the process step, if applicable.	Inside the process box, draw a △ waiting triangle.	
4 ☐	Identify "wait" **between** process step(s), if applicable.	Hot Pink, Warning Triangle	
5 ☐	Map the Customer's experience.	Yellow, Process Box & Hot Pink, Warning Triangle	
6 ☐	Map Information flow/software used, if applicable. Draw arrow line connecting the process step to the info flow box.	Green, Information Flow Box ⟶ ⟿	
7 ☐	Add data boxes; C/T, errors, waits within	Blue, Data Box	
8 ☐	Add Kaizen Bursts aka Starbursts. (improvement opportunities and ideas)	Designated shape for Starburst post-it	
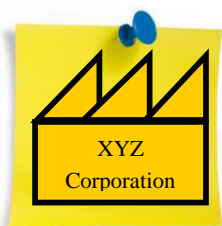
Customer

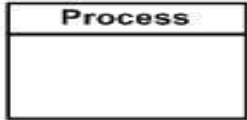Process Step

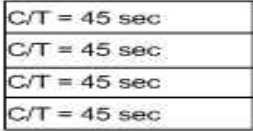Waits Between
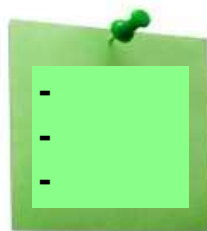
Info./Software Flow

Starburst
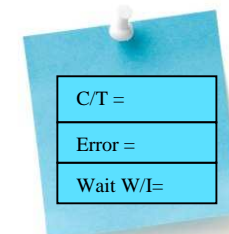
Data Box

Frequently Used Lean Icons

Process		Process Block

Transportation of supplies

C/T = 45 sec
C/T = 45 sec
C/T = 45 sec
C/T = 45 sec

Data Block

Transportation of patient

Patient

Patient

Go and See

Electronic flow

Employees/Staff

Manual Flow

Waiting/Delay

max 20 pieces

FIFO

First In First Out
Inventory

Uptime

Kaizen/Improvement
Idea