


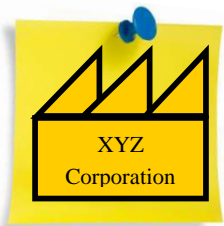


LEGEND FOR VALUE STREAM MAP (VSM)

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



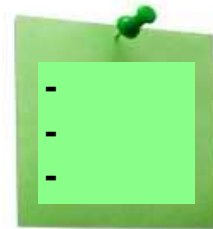
Customer



Process Step



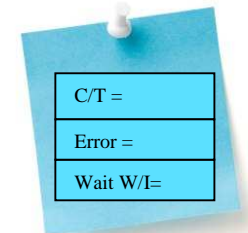
Waits Between



Info./Software Flow

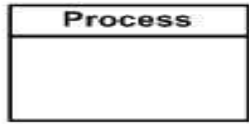


Starburst



Data Box

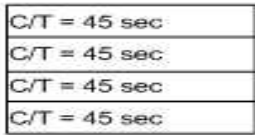
Frequently Used Lean Icons



Process Block



Transportation of supplies



Data Block



Transportation of patient



Patient



Go and See



Electronic flow



Employees/Staff



Manual Flow



Waiting/Delay



First In First Out
Inventory



Kaizen/Improvement
Idea