

Value Stream Mapping for Government Services

Doing Business Better Pty Ltd offers a one day practical and hands-on in-house Value Stream Mapping Productivity and Process Improvement training workshop designed specifically for Government services.

The one-day module includes understanding your Value Stream and incorporates both theoretical and hands on practical activities. The one full day program of training and practical workshop exercises provides participants with the necessary learning in Value Stream Mapping principles and practices to enable them to apply it in the workplace. At the completion of the one-day program, participants will have a sound understanding of the Value Stream Mapping tool, commenced the mapping of a simple Current State process, and gain an overview of the activities to develop and draft a potential Future State Map (business process).

A two-day module is also available and extends the activities of day one to gain a deeper understanding of the Value Stream Mapping tool and more in-depth exploration of the application of the analysis tools and structure to plan the implementation of an improved process. Doing Business Better will work side by side with participants to map the process, technology, time and value adding activity of the current process. The two-day program also includes implementation planning, risk assessment, piloting the new business model and full deployment integration.

Course Summary – one day program

Value Stream Mapping is a highly effective business productivity and process improvement tool used to simplify and reduce the number of steps and time involved in handling end-to-end processes. This reduces the time to process, releases staff capacity to do other work, and it delivers greater value to the customer. It is most frequently performed using a paper-and-pencil representation of every Value Add and non-Value Add process step in the material and information flow of the end-to-end process. Mapping a process is just a technique. What is important is implementing a value adding flow process that has minimal; delays, waiting, double handling, re-work, errors and unnecessary hand-offs.

Mapping the detailed value steps in business processes exposes unnecessary waiting, re-work, duplication of effort, bottlenecks, variation in handling and nonvalue adding activity. Value Stream Mapping involves staff learning how to identify and articulate process issues and analyse the process to improve speed, flow and quality enabling the design of a faster, more reliable and leaner process which will release staff time and effort to reinvest back into new value creating activity elsewhere.

Value Stream Mapping is a workforce engaging business improvement tool that can remove nonvalue adding time and costs, minimise staff frustration and lead to better outcomes for the client/customer, workforce and organisation.

Course Outline – Description of the one-day program

This one-day practical workshop has been designed to train participants in the principles of learning to see wasted time and effort in their key businesses processes. This one-day program trains participants in the Value Stream Mapping productivity improvement methodology through a combination of theory, case studies and hands on activities. This will develop participant's capability to understand how productivity can be improved by removing the nonvalue adding activity that consumes time and resources.

Participants learn a balance of theory of the Value Stream Mapping productivity improvement methodology together with hands-on mapping of their key business processes.

During the workshop, participants will generate ideas for improvement and commence designing a future business process that has less stoppages and delays, less chasing for information or equipment, move time focused on creating value from the customer's perspective.

An Action Implementation Plan will be documented to guide participants gain organisational commitment to undertake the first Value Stream Mapping productivity improvement project.

Each participant will receive a workbook and package of electronic templates.

Target audience

Middle Managers, New Managers, Aspiring Managers, Managers responsible for a business process, continuous improvement, quality management and systems, process and productivity improvement operations, finance, administrative and corporate service staff

Course Objectives and outcomes

The course objectives are:

- Gaining an understanding of the Value Stream Mapping productivity improvement method, tools and techniques.
- Teach participants to see the eight forms of waste in all business processes
- Teach participants to distinguish between value adding and nonvalue adding activity in their business processes from their customers perspective

- Participants learn how to engage staff in understanding how well their current business processes are performing.
- At the end of this one-day module, each participant will commence mapping the value Stream of one of their key business processes.

The outcomes expected are:

- At the completion of the one-day module, participants will have a sound understanding of the Value Stream Mapping tool
- Commenced the mapping of one of their own Current State key business process
- Gain an overview of the activities to develop and draft a potential Future State Map (business process).
- Understanding how Value Stream Mapping can be applied in the participants workplace to save time and effort, simplify processes and improve productivity
- Learn problems solving techniques
- A strategy to engage management and staff in mapping and improving the productivity in their key business processes
- Generation of quick win productivity improvement ideas which can be easily implemented in the workplace

Pre course activities

Preferably each participant will have identified a business process from the workplace which participants can map during the practical hands-on training component of the workshop.

Post course Expectation

Participants will be able to engage management and staff to explain the Value Stream Mapping methodology and be empowered to take steps to further develop in-house capability to learn to see all forms of process waste and commence using the Value Stream Mapping tool to improve productivity.

The program is for groups of up to 15 participants.

Program Duration: One day 9am – 5pm

The agenda for the one-day training Value Stream Mapping workshop is detailed below:

9.00am – 10.30am

- Lean principles
- Staff engagement
- Preparation of the Process Improvement team
- High level Value Stream Mapping
- Activity – Value Stream Mapping a Council process
- Generating ideas for improvement

10.30am – 10.45am **Morning tea break**

- Project Management. Developing an idea into an improvement project
- Process improvement prioritisation
- Introduction to detailed Value Stream Mapping

12.30pm – 1.00pm **Lunch**

- Activity - detailed Mapping of the Value Stream of a Council process
- Allocating Value and Nonvalue to each step
- Allocating time to each step
- Problem Solving
- Applying Analytical tools and techniques to your process
- Idea Generation

3.00pm -3.15pm **Afternoon tea break**

- Designing an improved process
- Testing your improved process

- Piloting the process
- Deploying the improved process
- Training your staff
- Standardised work and Standard Operating Procedures
- Implementation Planning
- Toll Gate review
- Drafting an Action Plan