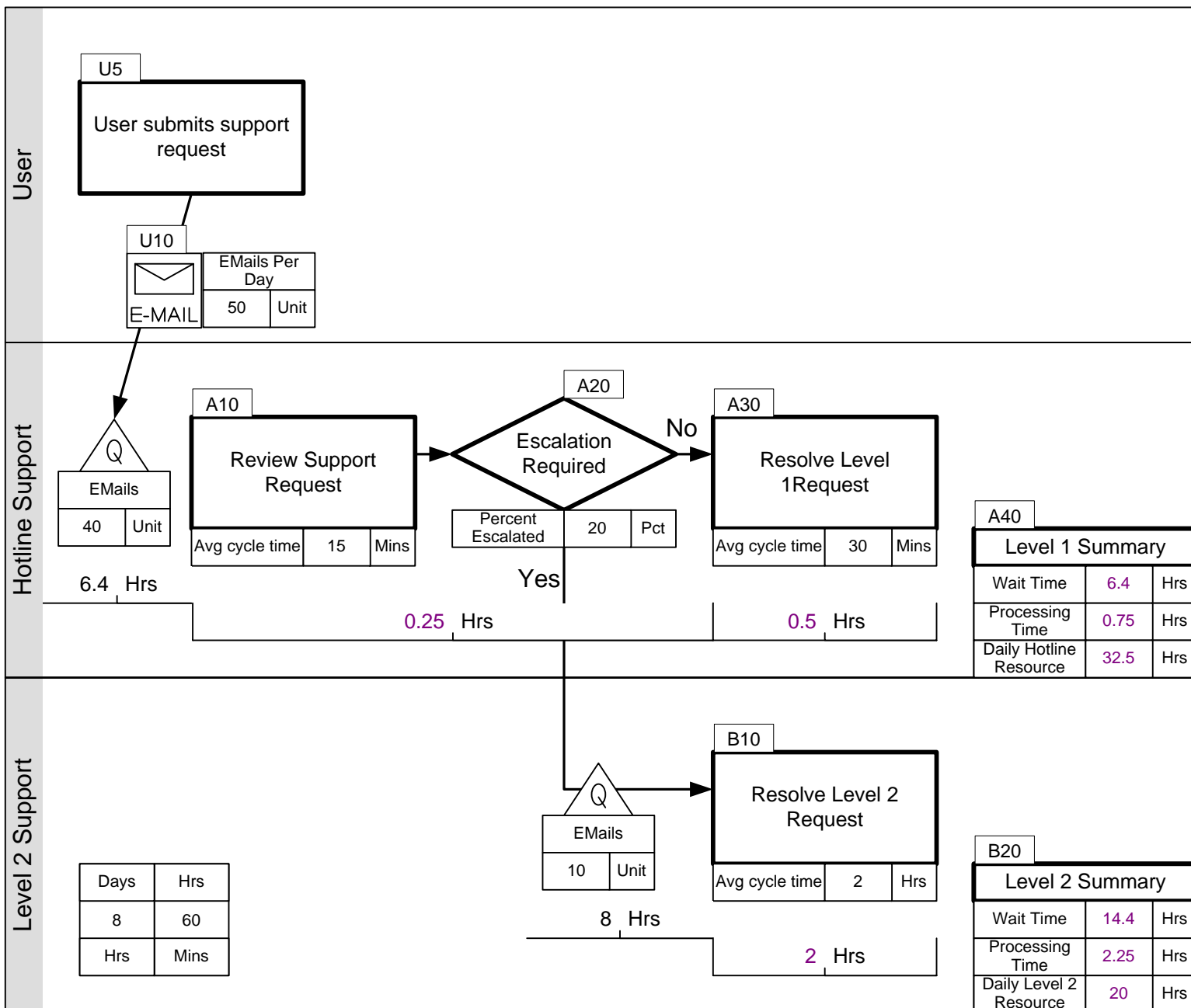


Using “SwimLanes” with Value Stream Maps

A “Swimlane View” can be used to clearly identify activities with a particular attribute (like “owner”).

In this example, swimlanes have been set up for user, hotline and level 2 support organizations to clearly show ownership of activities with simple resource calculations in each lane

Value Stream Map



Value Stream Calculator

The eVSM calculator transfers map data to an Excel spreadsheet. It also transfers the results of calculations in Excel back onto the map for display.

In the spreadsheet below, excel formulas are used to calculate all the wait times, processing times and daily resource requirements.

	B	C	D	E	F	G	H	I	J	K	L	M
1	Tag	Operation	Queue	VA	NVA	Data	Data	Data	Data	Data	Data	Data
2			emails	value added	non value added	avg cycle time	daily hotline resource	daily level 2 resource	emails per day	percent escalated	processing time	wait time
3			unit	mins	days	mins	hrs	hrs	unit	pct	hrs	hrs
4												
5	A010	Review Support Request	40	15	0.8	15						
6	A020	Escalation Required								20		
7	A030	Resolve Level 1 Request		30		30						
8	A040	Level 1 Summary					32.5				0.75	6.4
9	B010	Resolve Level 2 Request	10	120	1	120						
10	B020	Level 2 Summary						20			2.25	14.4
11	U005	User submits support request										
12	U010	EMail Transmit							50			

2
The daily level 2 resource required is just a function of the daily level 2 support demand and the cycle time. It is independent of any of the queues

1
The wait time for a level 2 support request is a sum of the wait at all the queues the request passes through (independent of resource)

1

2