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Principle 2: Map the Value Stream



Map the Value Stream

This is a Lean principle that involves visualizing and analyzing the flow of materials, information, and activities required to deliver a product or service to the customer.

You have identified the value that you deliver.

Now you want to visualize the path or process of delivering that value to the customer.

This means looking at all the steps in the process that contribute to delivering the value identified.

Value Stream Map

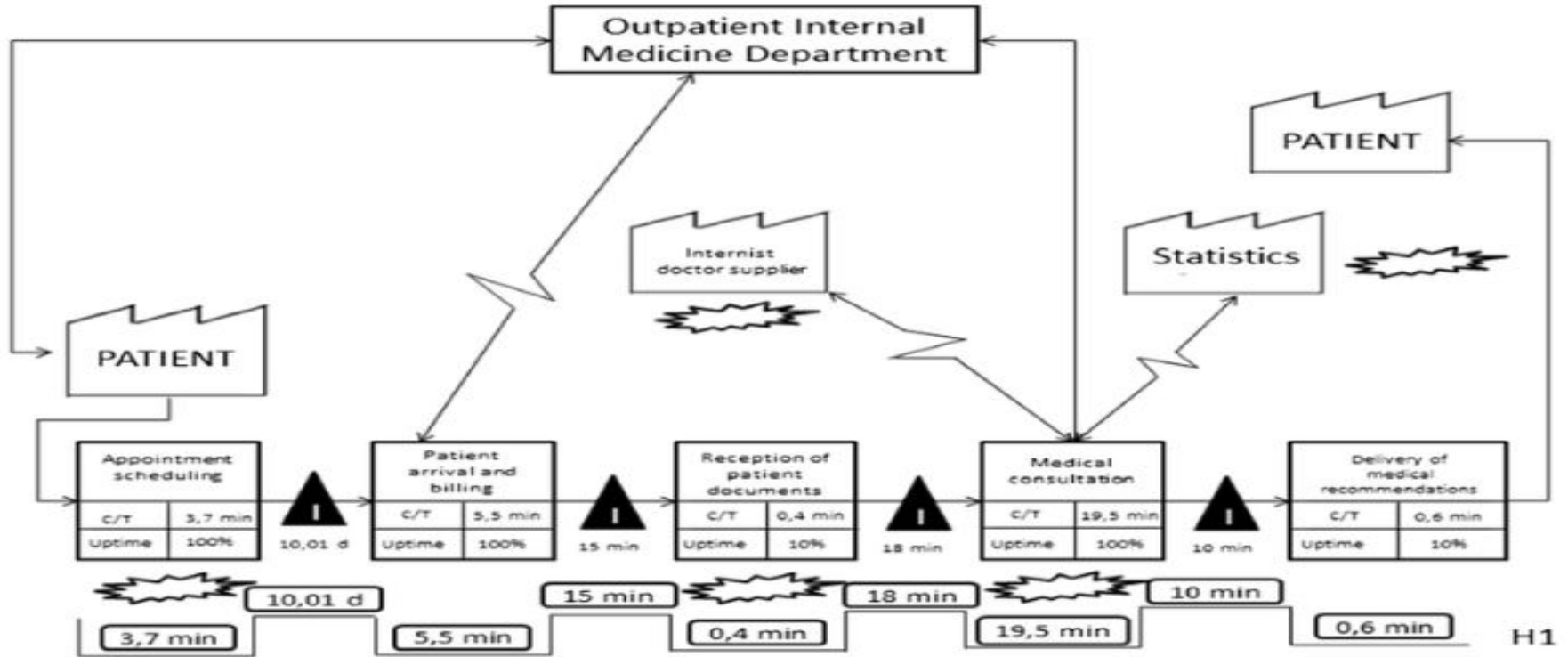
A value stream map is a tool that is used to visualize the value stream.

It shows the steps in a process, the time it takes to complete each step, the person carrying out each step and more.

The map can be a current state map - where you map the current process as it is.

After reviewing this, wastes may be identified then a future state map is drawn to visualize a target state where the waste is removed and value optimized.

Value Stream Map - Sample



Value stream mapping for outpatient internal department of Hospital 1



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Principle 3: Create Flow



Creating flow

This refers to the continuous and smooth flow of work. It means that we want continuous, hitch-free, value creating processes from when a request is made till when it is delivered.

The goal is to identify and remove bottlenecks/wastes that prevent this free flow of work.

It is important for us to level the amount of work that is in progress across each step of the process to ensure that we don't have work piled, waiting or blocked at any step. In Lean, this is known as heijunka.

Some tools that help with creating flow include process flow mapping and 5S(or 6S). We will be reviewing this in coming sessions.