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Case Study Review

This case study was on Nordstom’s experience with value stream mapping. The case study highlights how they applied value stream mapping to identify inefficiencies and improve thir processes. By visualizing their workflows they can pinpoint bottlenecks and areas for improvement, ultimately enhancing their ability to deliver value to customers.

The case study emphasizes the importance of making work visible and using data driven insights to help ignite organizational change. It serves as a practical example of how understanding optimizing the value stream can lead to significant improvements in efficiency and collaboration.

Main take aways  
  
Understanding the value stream

Dissecting workflows can reveal how work progresses, enabling teams to locate inefficiencies, dependencies, and complexities that are impactful to quality and speed.   
Making work visible  
Value stream mapping highlights where delays and bottlenecks occur, creating clearer communication and accountability while also ensuring everyone understands the flow of work.   
Expansion amongst teams  
Improvements can be scaled across teams and promotes collaboration, eliminating silos, and helps align goals. This ends up helping the entire organization work more cohesively toward delivering customer value.   
Iterative improvement  
The continuous refinement can ensure incremental progress. Making sure workflows let teams adapt, improve, and address issues as they arise.   
  
I think this was a great example and I think it was also well explained. Overall I think highlighting the transparency, collaboration, and increment changes are great points I learned. They allow for fostering trust, providing diverse perspectives, and substantial process.