Andrew Stiles

CSD-380

Prof. Osier

Assignment 5-2

9/21/2025

**Value Stream Mapping: Amazon Flex Work Process**

A diagram of a process

AI-generated content may be incorrect.

For this assignment, I chose to create a Value Stream Map (VSM) of my Amazon Flex delivery process. This is a routine I complete regularly, and mapping it out helped me see where my time is spent and where improvements are possible.

I divided the process into four main phases: Preparation, Arrival/Loading, Delivering Packages, and Finishing Up. Preparation includes getting dressed, gathering essentials, and driving to the station. Arrival/Loading covers checking in, scanning packages, and loading the vehicle in an organized way. Delivering Packages is the longest phase, taking about two hours, and includes navigating to stops, dropping off packages, and reorganizing items when needed. Finishing Up involves final reorganizations, confirming the last stops, and returning home.

The estimated cycle time for the entire process is 3.5 hours. Preparation averages 30 minutes, Arrival/Loading takes another 30 minutes, Delivering Packages lasts 2 hours, and Finishing Up requires about 30 minutes. By viewing this as a value stream, I was able to pinpoint delays and wasted motion. For example, prep time can be reduced by charging my phone and filling my water cup the night before. Loading can be streamlined by grouping smaller packages in a front-seat organizer. Delivery can be made more efficient by editing the route in the app before leaving the station. Even finishing up can be shortened by planning the final stop closer to home when possible.

This exercise showed me that Lean principles apply outside of traditional manufacturing or software. By treating my work routine as a value stream, I can see where time is lost and make small but meaningful changes. These adjustments not only improve efficiency but also make the entire process smoother and less stressful.