**Launchpad Plus – Value Streams**

**What Views are Populated?**

1. The Value Stream Summary  
   The value stream summary shows your ideal Value Stream, ie the experience you would like your customers to have. They link to the Products/Services that you offer and detail the Initiating Events and Conditions and the Outcome Events and Conditions. For each Stage within a Stream you can understand who your target clients are, how you want them to feel , for example, satisfied, happy, excited, the entrance and exit events and conditions and you can also assign KPIs to measure each stage.

**How to use the Value Streams Launchpad Plus**

From the Value Streams as section on the Launchpad page, click on the ‘Download Value Streams as Excel’ button. A spreadsheet populated with the data already in your repository will be downloaded. Complete the spreadsheet as describes below:

**Definition Worksheets**

These sheets will be pre-populated with any data that you already have in your repository. If you need to add additional rows do so at the end and only import the new rows.   
**NOTE**: you will need to copy down the ID column to ensure that any new entries have an ID

Product Types

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Name | Name of the product type | Free Text |
| Description | Description of the Product Type | Free Text |

Business Role Types

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Name | Name of the business role type | Free Text |
| Description | Description of the Business Role Type | Free Text |

Organisation Business Roles

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Name | Name of the Organisation Business Roles | Free Text |
| Description | Description of the Organisation Business Roles | Free Text |

Individual Business Roles

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Name | Name of the Individual Business Roles | Free Text |
| Description | Description of the Individual Business Roles | Free Text |

Business Events

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Name | Name of the Individual Business Roles | Free Text |
| Description | Description of the Individual Business Roles | Free Text |

Value Streams

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Name | Name of the Value Stream | Free Text |
| Description | Description of the Value Stream | Free Text |

**Mapping Worksheets**

Value Stream to Stakeholder Mappings

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| Value Stream | Select the Value Stream from the drop down | Dropdown |
| Business Role Type | Select the associated Business Role Type from the drop down | Dropdown |
| Individual Role Type | Select the associated Individual Role Type from the drop down | Dropdown |
| Organisational Business Role | Select the associated Organisational Business Role from the drop down | Dropdown |

Value Stream to Product Type

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| Value Stream | Select the Value Stream from the drop down | Dropdown |
| Product Type | Select the associated Product Type from the drop down | Dropdown |

Value Stream to Events

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| Value Stream | Select the Value Stream from the drop down | Dropdown |
| Trigger Event | Select the associated Trigger Event from the drop down | Dropdown |
| Trigger Condition | Select the associated Trigger Condition from the drop down | Dropdown |
| Outcome Event | Select the associated Outcome Event from the drop down | Dropdown |
| Outcome Condition | Select the associated Outcome Condition from the drop down | Dropdown |

Value Stages

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Parent Value Stream | The parent Value Stream – select from the drop down  **Note**: Select either Parent Value Stream or Parent Value Stage, not both | Dropdown |
| Parent Value Stage | The parent Value Stream – select from the drop down  **Note**: Select either Parent Value Stream or Parent Value Stage, not both | Dropdown |
| Index | The order of the Stages | Number |
| Stage Name | The name of the Value Stage | Free Text |
| Description | Description of the Value Stage | Free Text |

Value Stage to Participants

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| Value Stage | Select the Value Stage from the drop down | Dropdown |
| Business Role Type | Select the associated Business Role Type from the drop down | Dropdown |
| Individual Role Type | Select the associated Individual Role Type from the drop down | Dropdown |
| Organisational Business Role | Select the associated Organisational Business Role from the drop down | Dropdown |

Value Stream to Target Emotions

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| Value Stage | Select the Value Stage from the drop down | Dropdown |
| Target Emotion | Select the associated Target Emotion from the drop down | Dropdown |
| Target Emotion Description | Description of the Target Emotion | Free Text |

Value Stream to Events

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| Value Stage | Select the Value Stage from the drop down | Dropdown |
| Target KPI | Select the associated Target KPI from the drop down | Dropdown |
| Target KPI Value | Set the value for the target KPI | Free Text |
| Unit Measure (Optional) | Optionally select the Unit of Measure from the drop down | Dropdown |

Value Stage Criteria

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| Value Stage | Select the Value Stage from the drop down | Dropdown |
| Entrance Event | Select the associated Entrance Event from the drop down | Dropdown |
| Entrance Condition | Describe the condition for the entrance event | Free Text |
| Exit Event | Select the associated Exit Event from the drop down | Dropdown |
| Exit Condition | Describe the condition for the exit event | Free Text |

**Enumeration Worksheets**

These worksheets are pre-loaded with data, but you can add your own as required.

**NOTE**: you will need to copy down the ID column to ensure that any new entries have an ID

Customer Emotions

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Name | The name of the customer emotion | Free Text |
| Description | A description of the emotion | Free Text |
| Colour | The colour code | Free Text |
| Style Class | Create a style class name in the format ‘emotion’Emotion, ie boredEmotion | Free Text |
| Index | Create an index | Free Text |
| Score | Score the emotions from -10 to 10 | Free Text |

Customer Service Qualities

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Service Quality | The name of the Service Quality | Free Text |
| Description | A description of the Service Quality | Free Text |

Units of Measure

|  |  |  |
| --- | --- | --- |
| Field | Description | Field Type |
| ID | Unique ID – do not change |  |
| Unit Name | Name of the Unit of Measure | Free Text |
| Description | A description of the Unit of Measure | Free Text |
| Symbol | A symbol for the Unit of Measure, ie % | Free Text |