



Step	Estimated Time (mins)
Wake up & morning routine	45 mins
Prepare work materials	10 mins
Commute to work	20 mins
Morning debrief	15 mins
Assist agents throughout the day	6 hours
Lunch break	1 hour
Afternoon session & debrief	3 hours
End-of-day email & finish	30 mins
Total Cycle Time	~11 hours

For your assignment, here's how you can map out your daily routine using Value Stream Mapping (VSM):

Optimize the Process

- **Eliminating Waste:** Prepare my work materials the night before, which could save 5-10 minutes in the morning.
- **Workflow Orchestration:** Combine brushing teeth and choosing an outfit while showering or create a checklist to quickly gather work items.
- **Governance Models:** Set up an automated email template for end-of-day reporting, saving time on formatting.