Value Stream Mapping Process Step Data Collection- Office Operations

Process Name:	**Step #:**
Touch Time =	min
Batch/Wait =	min
1st Time Perfect%=	%
Output=	
# Operators Required=	
Shifts available =	
Other:	

Wait Box

_____ Typcial amount of available work time from the completion of this step until the beginning of the next step in a normal, non-Expedited disposition

NOTES:

Triggers:
How do I know when to begin the process step? How is this step linked with the downstream and upstream steps?

When this step is complete, what happens next?

Flow Stoppers, Issues and "Points of Pain":
What can stop the flow? What information or resources do you need to do this step? Is it typically available? What could be improved?

DEFINITIONS:
Touch Time = How much time to complete the operation without interuption?
Batch Wait = Typcially, how much time (additional to touch time) between the time you start this step until you complete this step considering job batching, interruptions and other duties?
1st Time Perfect In and Through = What percentage of the time do you have everything you need so that you are able to complete this operation correctly the First time?
(No rework, or mid-process delays due having to incomplete or innaccurate information or materials)
Output = What is the output of this step?