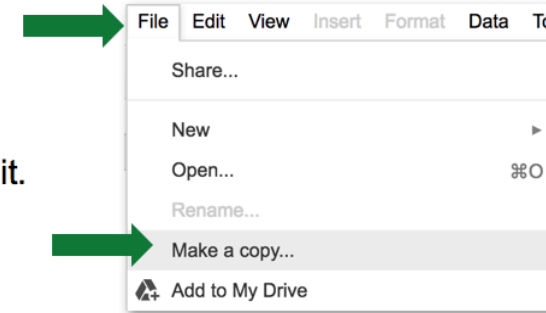**How to use this template:**

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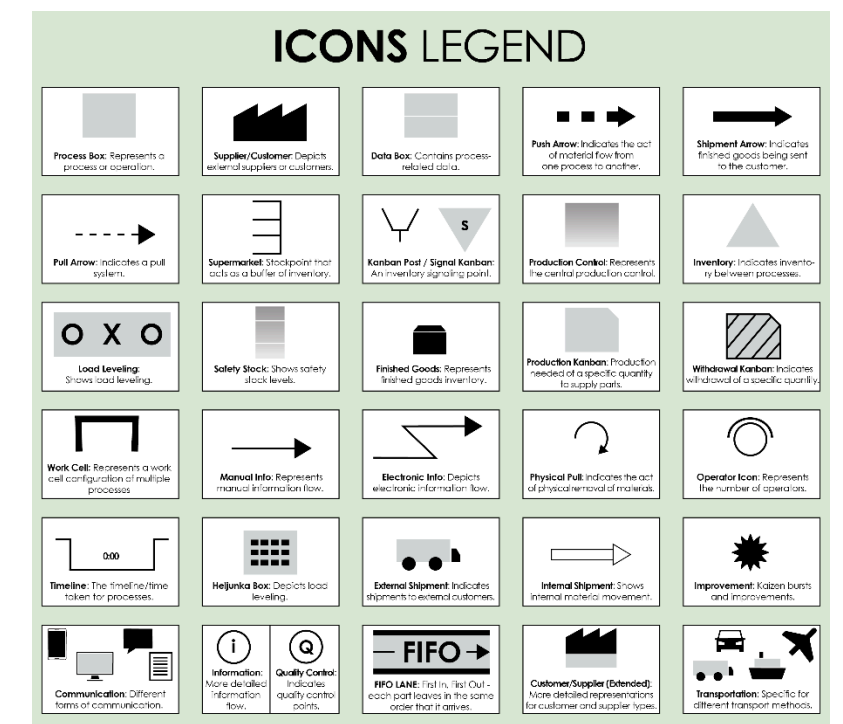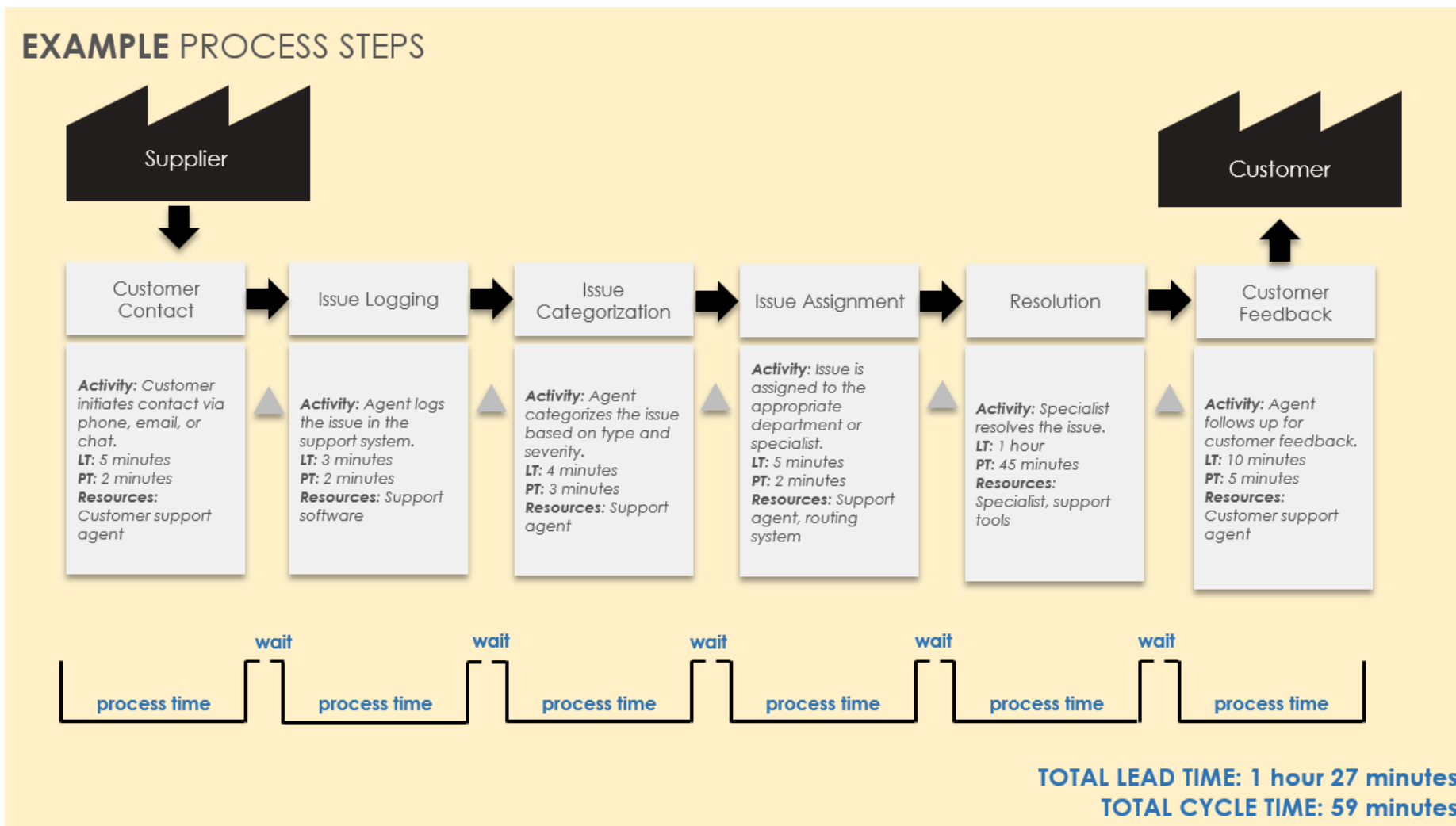
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Basic Value Stream Map Template Example

EXAMPLE PROCESS STEPS

Supplier

Customer

Customer Contact	Issue Logging	Issue Categorization	Issue Assignment	Resolution	Customer Feedback

Activity: Customer initiates contact via phone, email, or chat.
LT: 5 minutes
PT: 2 minutes
Resources: Customer support agent

Activity: Agent logs the issue in the support system.
LT: 3 minutes
PT: 2 minutes
Resources: Support software

Activity: Agent categorizes the issue based on type and severity.
LT: 4 minutes
PT: 3 minutes
Resources: Support agent

Activity: Issue is assigned to the appropriate department or specialist.
LT: 5 minutes
PT: 2 minutes
Resources: Support agent, routing system

Activity: Specialist resolves the issue.
LT: 1 hour
PT: 45 minutes
Resources: Specialist, support tools

Activity: Agent follows up for customer feedback.
LT: 10 minutes
PT: 5 minutes
Resources: Customer support agent

wait   wait   wait   wait   wait

process time   process time   process time   process time   process time   process time

TOTAL LEAD TIME: 1 hour 27 minutes
TOTAL CYCLE TIME: 59 minutes
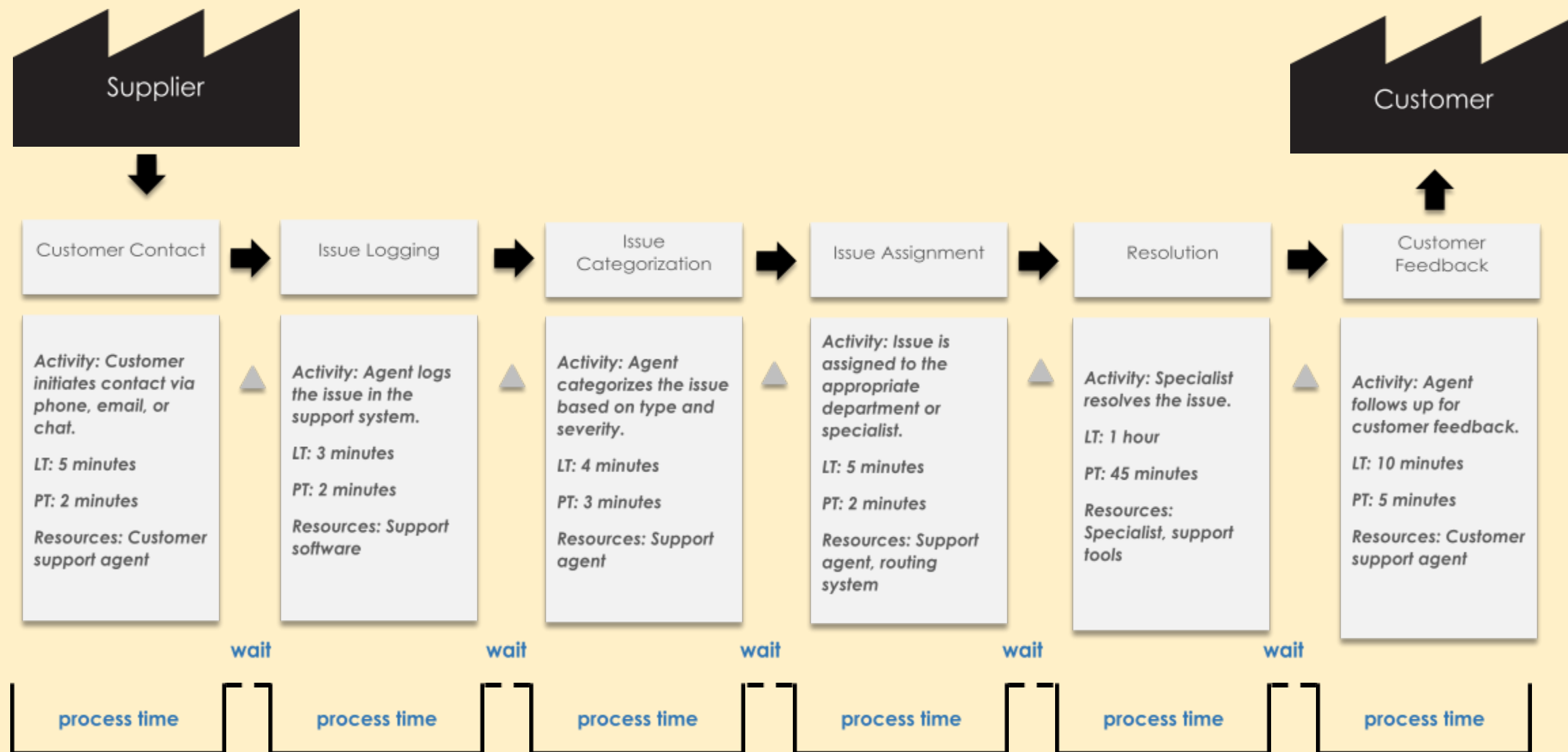
ICONS LEGEND

For descriptions, see **VSM Icons Legend** on Page 4 of this document.

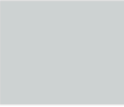To create your own VSM, copy and paste icons from the **VSM Icons** on Page 5 of this document.

EXAMPLE Process Steps   TITLE: Customer Support Process VSM

Supplier

Customer

Customer Contact	Issue Logging	Issue Categorization	Issue Assignment	Resolution	Customer Feedback

Activity: Customer initiates contact via phone, email, or chat.

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wait   wait   wait   wait   wait

process time   process time   process time   process time   process time   process time

TOTAL LEAD TIME: 1 hour 27 minutes

TOTAL CYCLE TIME: 59 minutes

NOTES

Bottlenecks: Issue assignment and resolution stages often face delays.

Recommendations: Implement automated issue categorization and assignment to reduce lead times.

Process Steps

For descriptions, see **VSM Icons Legend** on Page 4 of this document.

To create your own VSM, copy and paste icons from the **VSM Icons** on Page 5 of this document.

TOTAL LEAD TIME: 0 hours 00 minutes

TOTAL CYCLE TIME: 0 hours 00 minutes

NOTES
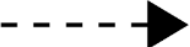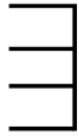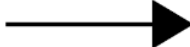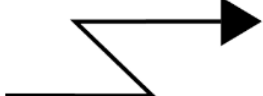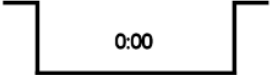
Bottlenecks:

Recommendations:

ICONS LEGEND

Process Box: Represents a process or operation.

Supplier/Customer: Depicts external suppliers or customers.

Data Box: Contains process-related data.

Push Arrow: Indicates the act of material flow from one process to another.

Shipment Arrow: Indicates finished goods being sent to the customer.

Internal Shipment: Shows internal material movement.

Pull Arrow: Indicates a pull system.

Supermarket: Stockpoint that acts as a buffer of inventory.

Kanban Post / Signal Kanban: An inventory signaling point.

Production Control: Represents the central production control.

Inventory: Indicates inventory between processes.

Improvement: Kaizen bursts and improvements.

Load Leveling: Shows load leveling.

Safety Stock: Shows safety stock levels.

Finished Goods: Represents finished goods inventory.

Production Kanban: Production needed of a specific quantity to supply parts.

Withdrawal Kanban: Indicates withdrawal of a specific quantity.

Customer/Supplier (Extended): More detailed representations for customer and supplier types.

Work Cell: Represents a work cell configuration of multiple processes

Manual Info: Represents manual information flow.

Electronic Info: Depicts electronic information flow.

Physical Pull: Indicates the act of physical removal of materials.

Operator Icon: Represents the number of operators.

Communication: Different forms of communication.

Timeline: The timeline/time taken for processes.

Heijunka Box: Depicts load leveling scheduling.

External Shipment: Indicates shipments to external customers.

Transportation: Specific for different transport methods.

Information: More detailed information flow.

Quality Control: Indicates quality control points.

FIFO LANE: First In, First Out - each part leaves in the same order that it arrives.

Copy and paste the icons below to create your own VSM.

ICONS LEGEND

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