Value Stream Mapping: Graphic Standards

Sharyn Goddard

NH Lean Network Meeting
Friday, September 19, 2014
If using more than the most basic flowchart symbols in a diagram, a good practice is to include a legend or symbol key.

**Start/End Symbol**

The terminator symbol marks the starting or ending point of the system. It usually contains the word "Start" or "End."

**Action or Process Symbol**

A box can represent a single step ("add two cups of flour"), or an entire sub-process ("make bread") within a larger process.

**Decision Symbol**

A decision or branching point. Lines representing different decisions emerge from different points of the diamond.
Basic Flowchart Symbols

**Document Symbol**
A printed document or report.

**Multiple Documents Symbol**
Represents multiple documents in the process.

**Preparation Symbol**
Represents a set-up to another step in the process.

**Connector Symbol**
Indicates that the flow continues where a matching symbol (containing the same letter) has been placed.
Swimlane (Cross Functional)

**Horizontal** layout emphasizes the process.

**Vertical** layout places slightly more emphasis on the functional units.

The orientation depends on personal taste, rather than a strict requirement or guideline. Swimlane charts tell a robust story about **who** does **what** and **when**. Swimlane charts clearly demonstrates when hand-offs occur and shows relative timing. This chart provides a big-picture perspective of a team and how they intermingle.
Flow Process

Provides detailed task-level information. Specifically, it looks at value-added operational steps and illuminates potential non-value-added transportation, inspection, delay, rework, or storage. This perspective provides depth to the steps and challenges how they contribute to the overall process; whether the step is necessary or not. *Think of Lean Brown Paper.*

A Logic Flow (Left to Right) presents the flow of work in the same manner as we read, that is, left to right. This natural representation eases understanding. Placement of key **Decision** points makes the chart valuable. The decision diamonds and arrows guide the reader toward what activities follow if the decision is "yes" or "no."
General Standards

- Have some base steps on paper before developing an electronic map.
- First, establish the expected page size, page orientation and standard font. Consider making a general master template.
- Avoid using individual names on a process map, instead state the process step.
- Always include a proper map title, date created and author on the finished product.
- Spell check the work, misspelled words will appear in red.
- Validate process maps with subject matter experts, check for clarity, content and continuity.
- Keep all project related process maps in one file by adding ‘Pages’ within the Edraw file.
The final step on a map is to apply color and pertinent images to dress up the finished product.

To share electronic maps with others, save the document as a **PDF** file. Portable Document Format (PDF) is a universal method to share/view any type of electronic file. An example of a **free** PDF file creation application is CutePDF.

Edraw files can also be **Exported** into Word, Excel or Power Point.

There are two Edraw file extensions .edx and .edxz, if unable to open an older Edraw document (file) in a newer version of Edraw, rename the file extension to ‘.EDX’

- **Avoid crisscross connectors.** Crisscross lines make a process map much less readable.

- The direction of connectors is always to either the **right**, **down** or **up**. Follow the thinking of reading from left to right.

- Select the **best route** to avoid crisscrossing connectors and/or to reduce the length of the connectors on the outcomes of a **Decision** shape.
Edraw Mind Map


Edraw Mind Map has a **free** mind mapping **freeware** which contains examples and templates which make it easy to create process maps, brain-storming diagrams and flowcharts.

Edraw is currently available in two editions: Free Version & Professional Version ($)

Both editions share the same file format. The Professional version has additional templates and examples for more diagram types.

The free version of Edraw is distributed for personal, **non-profit organization**, and educational purpose.

The free version can be downloaded at http://www.edrawsoft.com/download.php
Questions

Process mapping is the perfect combination of business insight and art.