



Chris Bryant, Deb Thompson and Andy Mitchell  
October 2017

# How to Make a Change Creating a Future State



## Step 3 - Analyse your map

Consider:

- How many steps in your process?
- How many hand-offs?
- Overall time - task time and journey time
- Where are possible delays?
- Where are major bottlenecks?
- Are we doing things in the right order and is the right person doing it?
- What information do we give to our patients at what stage, and is the information useful?



# A useful Tool to help you analyse Waste

- **Transport** – Moving People or things unnecessarily
- **Inventory** – Too much or Too Little
- **Motion** – Poor Workplace Organisation
- **Waiting** – Making People or Things Wait
- **Over Production** - Doing too much, too early or ‘just in case’
- **Over Processing** - Unnecessary processing or duplication
- **Defects** - the cost of not getting it right the first time and then having to do it again properly



# Another Thing to Consider

## Process complexity and likelihood of error

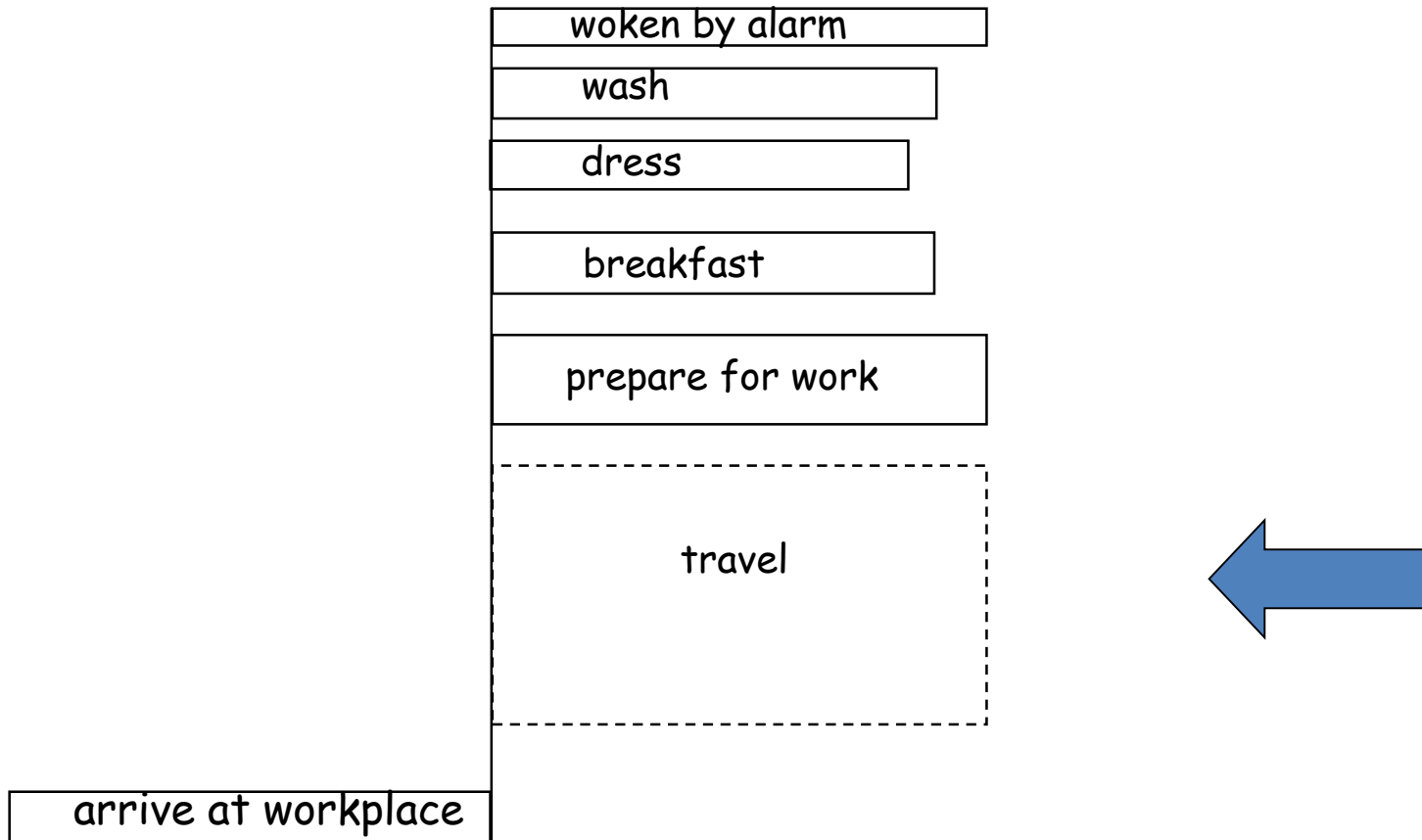
No of process steps	Probability of success, each process step		
	0.95	0.99	0.999
1	0.95	0.99	0.999
25	0.28	0.78	0.98
50	0.08	0.61	0.95



# How many steps do not "add value"

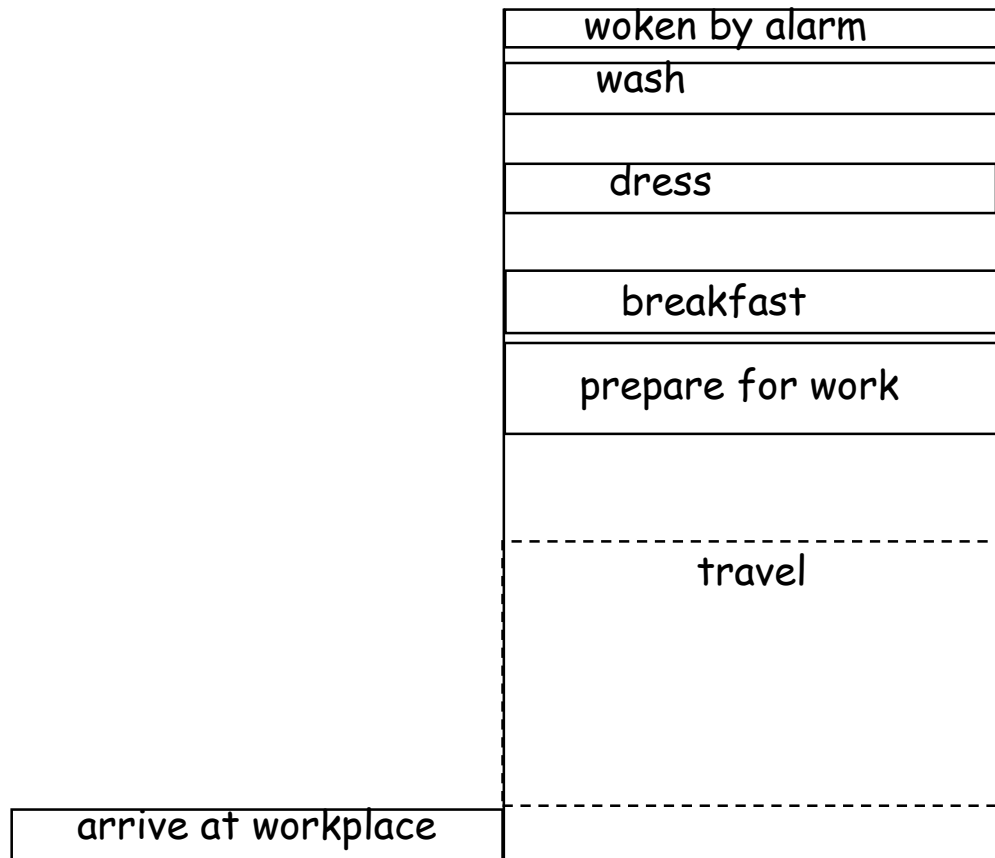
Value Adding

Non Value Adding





# Value adding    Non Value Adding



Possible way to reduce or eliminate

- wear uniform
- Sleep in your clothes
- take nutritional pills
  
- work different hours
- work at home
- live in
- develop time travel



# Redesigning your process: Future state questions

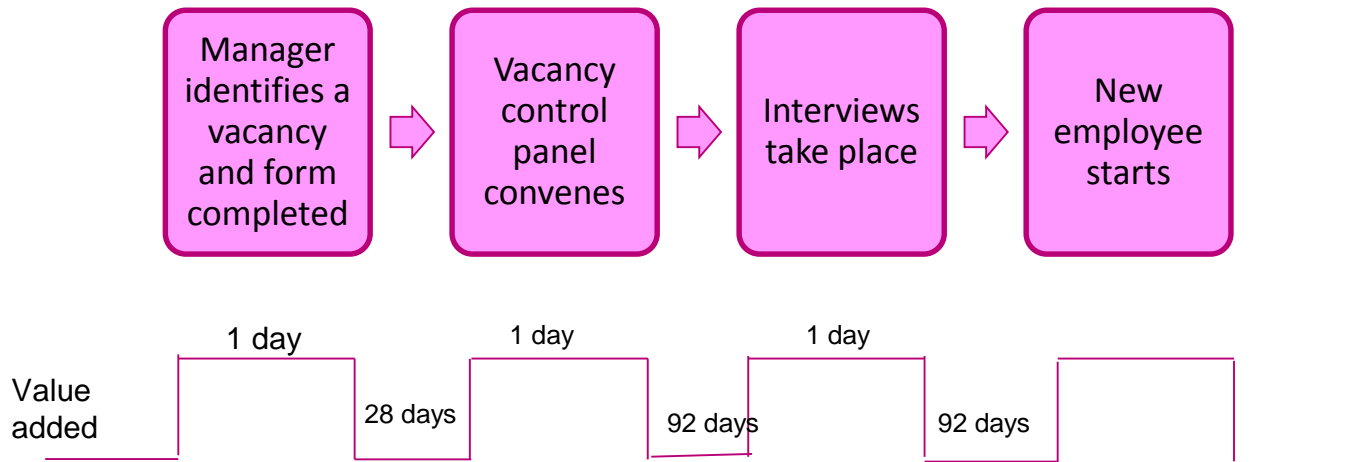
## Understand our process:

- Which steps create value and which are waste?
- How can we flow work with fewer interruptions?
- How do we control work between interruptions?
- How will work be prioritised?
- Can we establish a pace or rhythm to the work?
- How often will we check our performance to meet customer needs?
- How will we balance the work load?
- What process improvements will be necessary?



# A Value Stream Map can help you design your Future State

Value and non-value added steps  
Value added time vs non-value added time

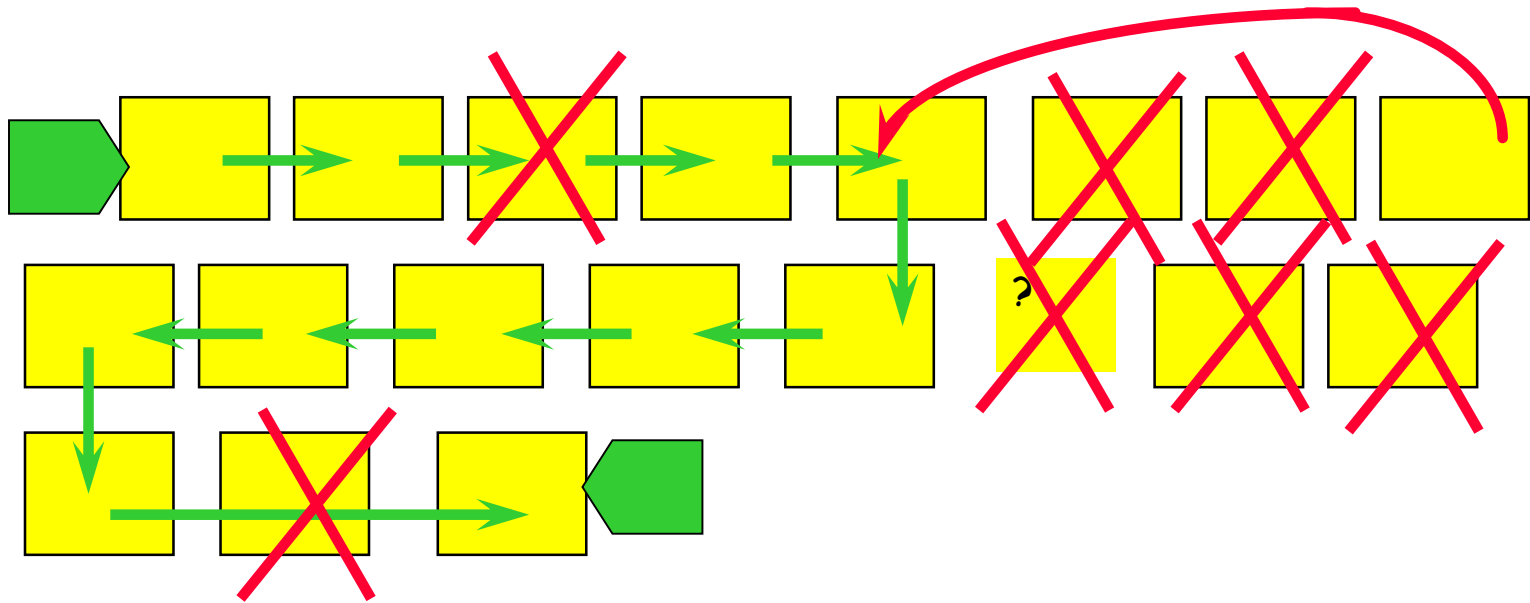


Total time = 215 days (7 months), Value added = 3 days





# Redesign and Simplify the Process





# Simple and Streamlined!

