# LEGEND FOR VALUE STREAM MAP (VSM)

<table>
<thead>
<tr>
<th>Step #</th>
<th>Step Name</th>
<th>Post-It Color &amp; Shape/Symbol</th>
<th>Notes</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Identify your Customer: Who's requesting the service? How do they request it (trigger)?</td>
<td>Yellow, Crown</td>
<td></td>
</tr>
<tr>
<td>2</td>
<td>Identify the 1st process step &amp; subsequent steps Use a separate post-it for &quot;notes&quot;.</td>
<td>Yellow, Process Box</td>
<td></td>
</tr>
<tr>
<td>3</td>
<td>Identify &quot;waits&quot; within the process step, if applicable.</td>
<td>Inside the process box, draw a ( \Delta ) waiting triangle.</td>
<td></td>
</tr>
<tr>
<td>4</td>
<td>Identify &quot;wait&quot; between process step(s), if applicable.</td>
<td>Hot Pink, Warning Triangle</td>
<td></td>
</tr>
<tr>
<td>5</td>
<td>Map the Customer's experience.</td>
<td>Yellow, Process Box &amp; Hot Pink, Warning Triangle</td>
<td></td>
</tr>
<tr>
<td>6</td>
<td>Map Information flow/software used, if applicable. Draw arrow line connecting the process step to the info flow box.</td>
<td>Green, Information Flow Box</td>
<td></td>
</tr>
<tr>
<td>7</td>
<td>Add data boxes; C/T, errors, waits within</td>
<td>Blue, Data Box</td>
<td></td>
</tr>
<tr>
<td>8</td>
<td>Add Kaizen Bursts aka Starbursts. (improvement opportunities and ideas)</td>
<td>Designated shape for Starburst post-it</td>
<td></td>
</tr>
</tbody>
</table>

**Legend**
- **XYZ Corporation**
- **PROCESS**
- **Waits Between**
- **Info./Software Flow**
- **Starburst**
- **Data Box**

**Key**
- C/T = ____________
- Error = ____________
- Wait W/I = ____________
Frequently Used Lean Icons

- Process Block: Transportation of supplies
- Data Block: Transportation of patient
- Patient
- Electronic flow
- Manual Flow
- FIFO
- First In First Out Inventory
- Uptime
- Kaizen/Improvement Idea
- Go and See
- Employees/Staff
- Waiting/Delay