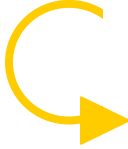
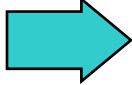
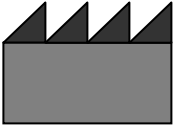
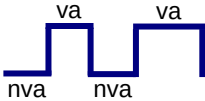


Value Stream Mapping Symbols

Symbol	Description
	<u>Manual Communication Flow</u> Used to represent manual communications between departments and/or supplier and customer.
	<u>Electronic Communication</u> Used to represent electronic communications between departments and/or supplier and customer.
	<u>Pull Arrow</u> Used to represent information/products/services being pulled from the previous process step.
	<u>Push Arrow</u> Used to represent information/products/services being pushed to the next process step.
	<u>Customer</u> Used to represent the customer in a process.
	<u>Dedicated Process Box</u> Used to represent steps in a process. Designed to contain a series of data, including VA/NVA time, error rate, cycle time, and number of workers.
	<u>Database</u> Used to represent a database in use.
	<u>Mail Delivery</u> Used to represent mail between supplier and customer.

Symbol	Description
	<u>Queue</u> Used to represent wait time between process steps.
	<u>Exceptions or Disruptions</u> Used to represent exceptions or disruptions in a process.
	<u>Worker</u> Used to represent a human resource or resources in a process.
	<u>Improvement Project</u> Used to designate an area targeted for improvement. Typically used in Future State Value Stream Maps.
	<u>Shared Process Box</u> Used to represent a process step that is shared between value streams.
	<u>Timeline</u> Used to represent the process timeline, including value add and non-value add time. Typically displayed below the process boxes of the Current and Future State Value Stream Maps.