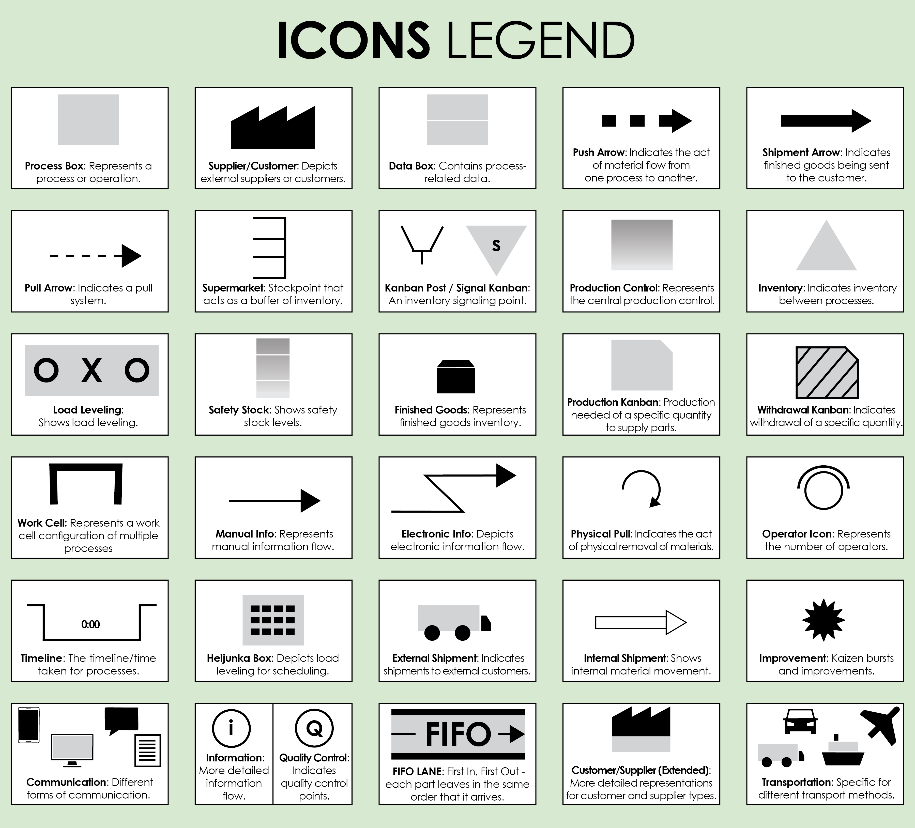
**[A blue and white sign

Description automatically generated](https://www.smartsheet.com/try-it?trp=12149&utm_source=template-word&utm_medium=content&utm_campaign=Sample+Basic+Value+Stream+Map-word-12149&lpa=Sample+Basic+Value+Stream+Map+word+12149)Basic Value Stream Map   
Template Example**

A diagram of steps with text

Description automatically generated

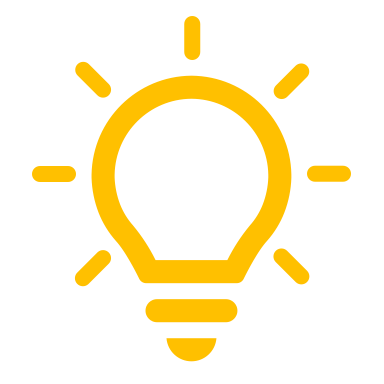


For descriptions, see **VSM Icons Legend** on Page 4 of this document.

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

TITLE: Customer Support Process VSM

**EXAMPLE** Process Steps

A yellow logo with dots

Description automatically generated

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

**TOTAL LEAD TIME: 1 hour 27 minutes**

**TOTAL CYCLE TIME: 59 minutes**

NOTES

Bottlenecks: Issue assignment and resolution stages often face delays.

**wait**

**wait**

**wait**

**wait**

**wait**

**process time**

**process time**

**process time**

**process time**

**process time**

**process time**

Customer Contact

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

***LT: 5 minutes***

***PT: 2 minutes***

***Resources: Customer support agent***

Issue Logging

***Activity: Agent logs the issue in the support system.***

***LT: 3 minutes***

***PT: 2 minutes***

***Resources: Support software***

Issue Categorization

***Activity: Agent categorizes the issue based on type and severity.***

***LT: 4 minutes***

***PT: 3 minutes***

***Resources: Support agent***

Issue Assignment

***Activity: Issue is assigned to the appropriate department or specialist.***

***LT: 5 minutes***

***PT: 2 minutes***

***Resources: Support agent, routing system***

Resolution

***Activity: Specialist resolves the issue.***

***LT: 1 hour***

***PT: 45 minutes***

***Resources: Specialist, support tools***

Customer Feedback

***Activity: Agent follows up for customer feedback.***

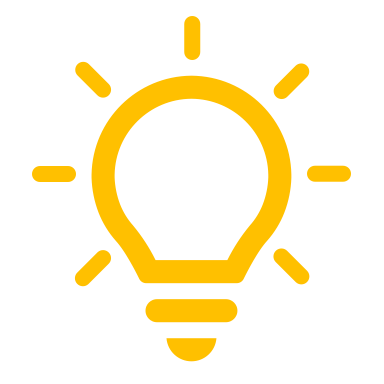
***LT: 10 minutes***

***PT: 5 minutes***

***Resources: Customer support agent***

Supplier

Customer

A yellow logo with dots

Description automatically generated

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

Recommendations:

Bottlenecks:

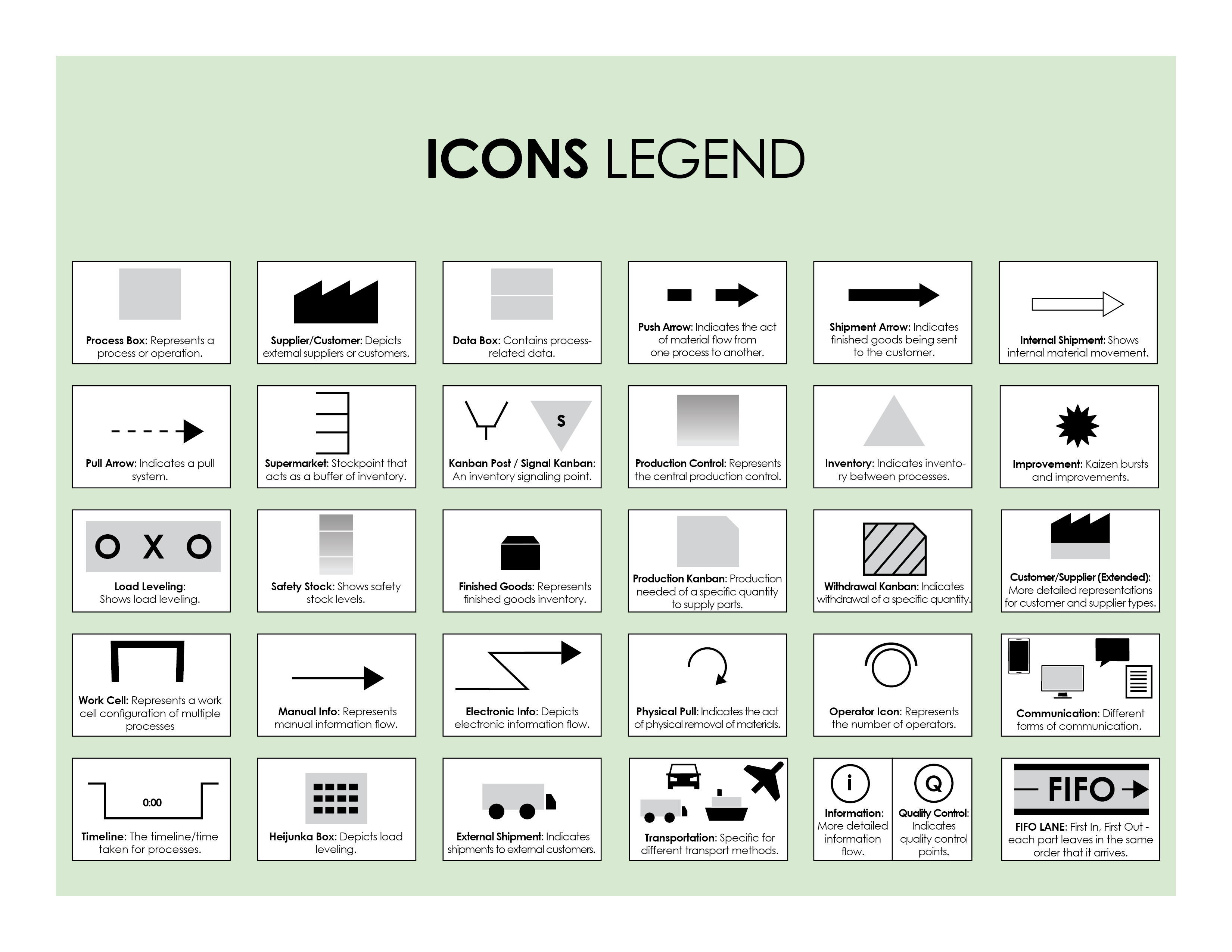
NOTES

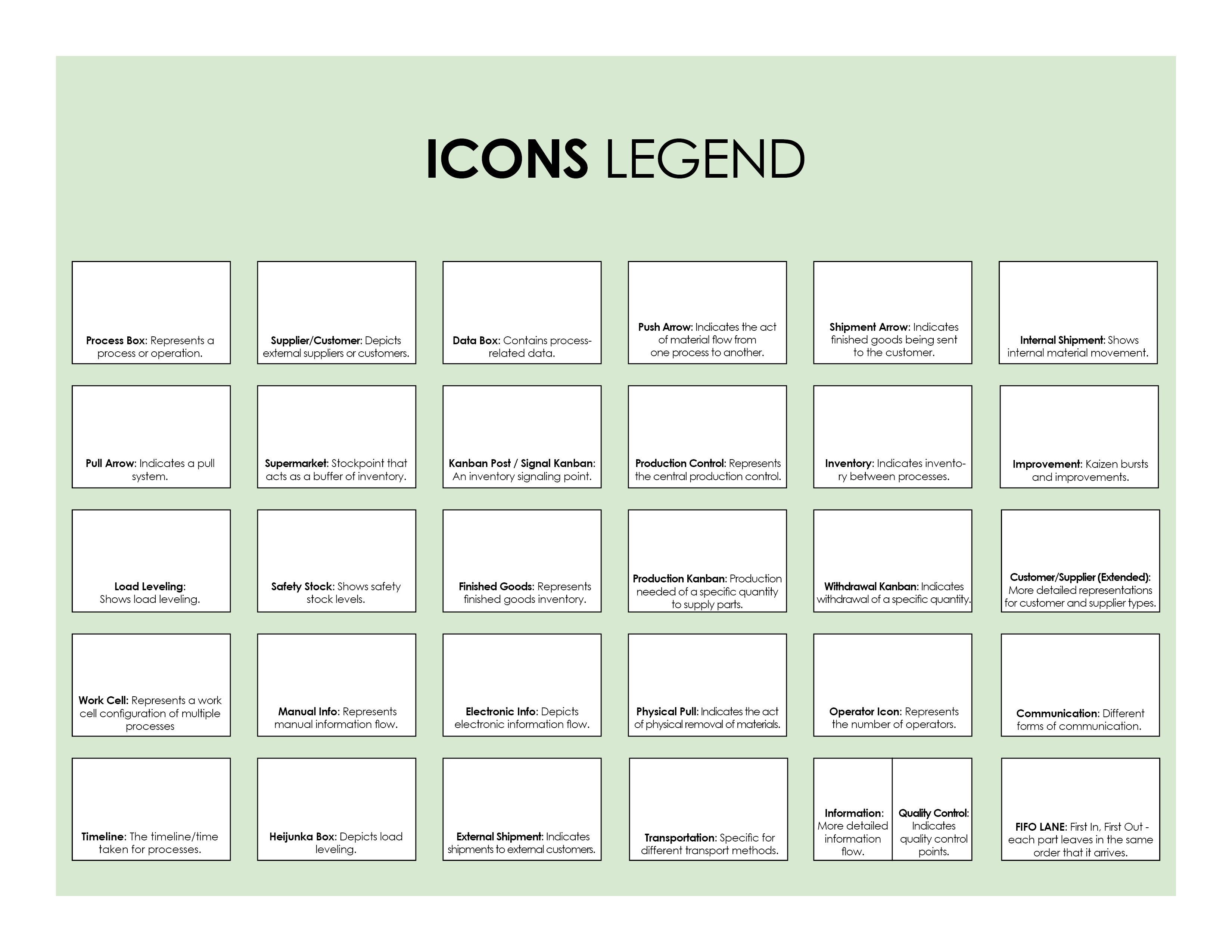
TITLE: Title here

Process Steps

**TOTAL LEAD TIME: 0 hours 00 minutes**

**TOTAL CYCLE TIME: 0 hours 00 minutes**

****

****

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

A close-up of a white surface

Description automatically generated



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| --- |
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