**Basic Value Stream Map
Template Example**





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



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



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**

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





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