

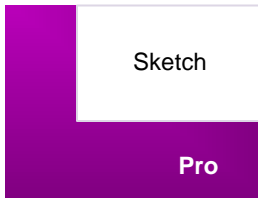
# Quick Transactional Pro Stencil



Quick Transactional Pro is one of eVSM's Quick Stencils and supports transactional value streams and includes concepts of decisions, loops, splits, merges, shared resources across activities, resource balancing charts, and activity based costing. It provides *easy*, *fast*, and *focused* mapping as shown below:

Easy

Quick Transactional Pro is actually a compatible set of 2 stencils as shown below.



**Sketch:** Simple sketch shapes, no data blocks

**Pro:** + additional concepts that increase map leverage.

Quick stencils are popular because of their capability and also because of the excellent deployment materials available. These include example maps, publications, and learning options.

Fast

4x mapping speed and quantified improvements with a well designed set of icons, variables, macro shapes, equations, and charts.



Standard Variables



Design Macro Shapes



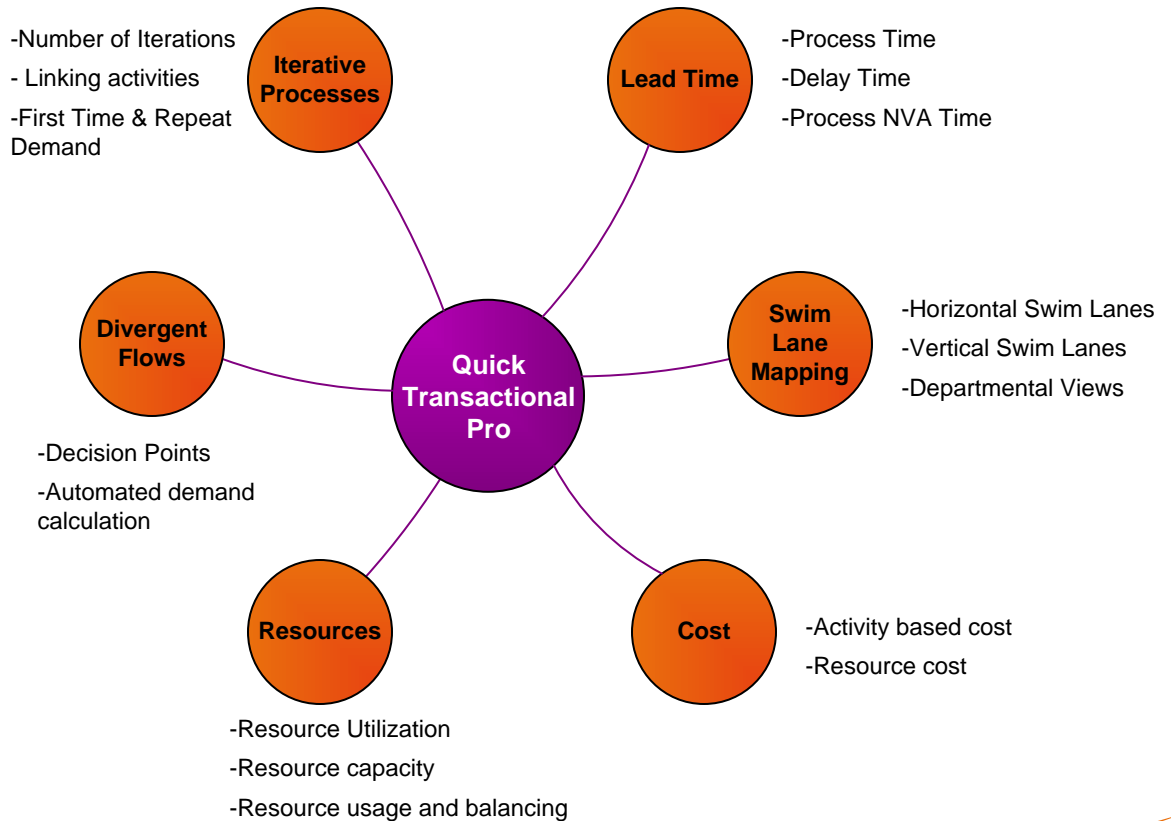
Built-in Equations



Built-in Charts

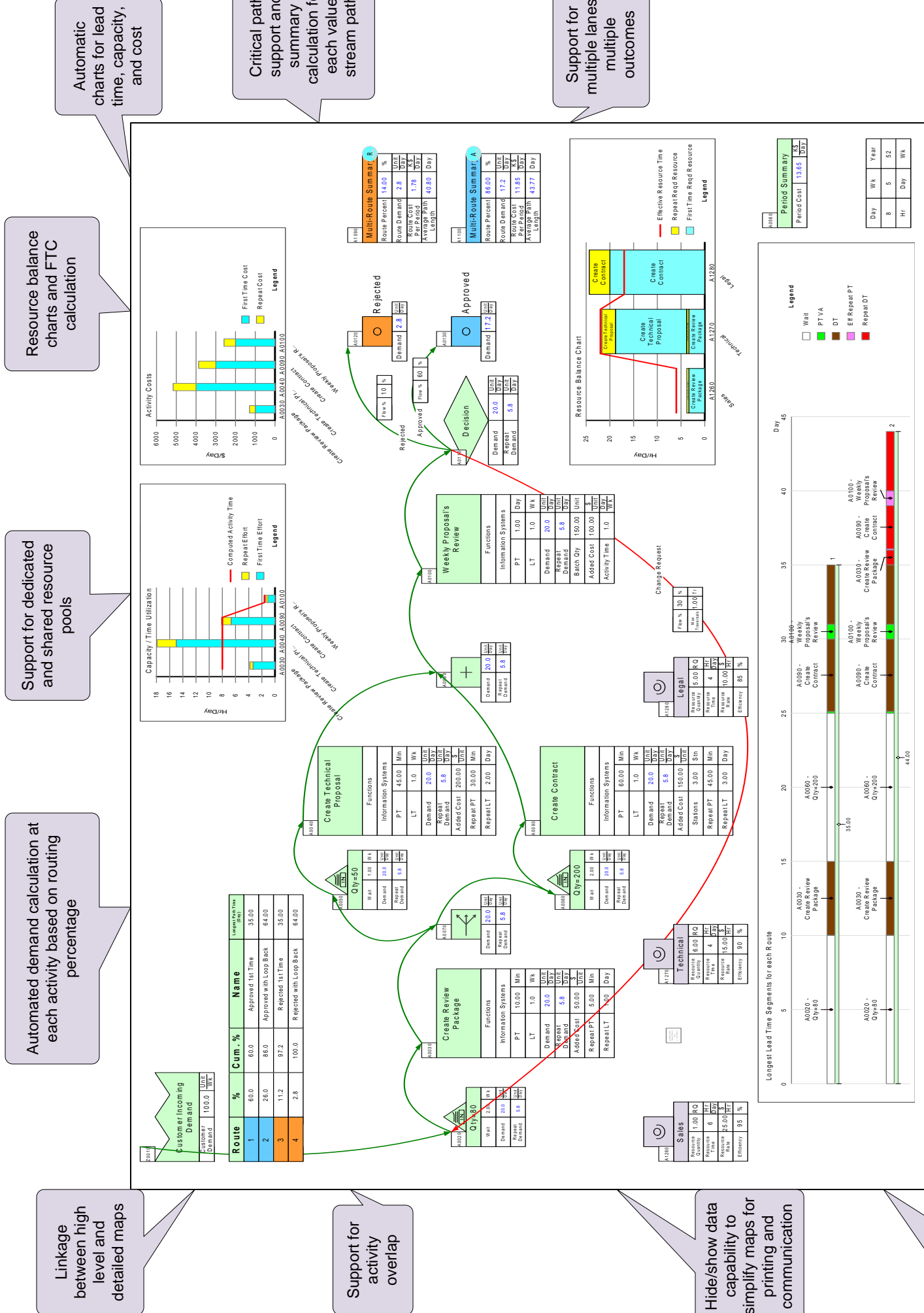
Focused

The technical concepts addressed by the Quick Transactional Pro stencil are shown below.



An example map drawn in Quick Transactional Pro is shown overleaf.

# Quick Transactional Pro Example Map with Features



Automatic charts for lead time, capacity, and cost

Resource balance charts and FTC calculation

Support for dedicated and shared resource pools

Automated demand calculation at each activity based on routing percentage

Linkage between high level and detailed maps

Critical path support and summary calculation for each value stream path

Support for activity overlap

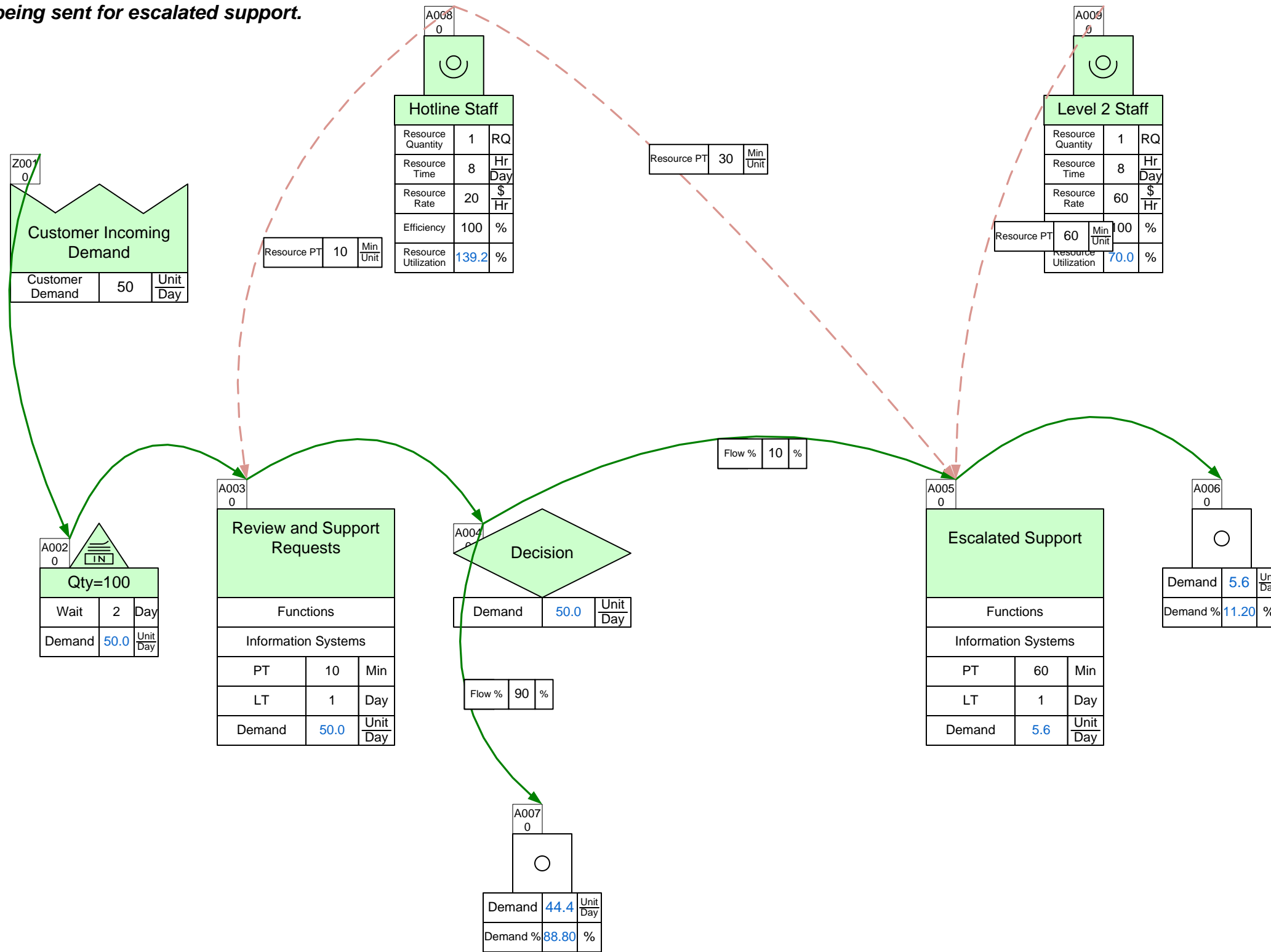
Support for multiple lanes, multiple outcomes

Hide/show data capability to simplify maps for printing and communication

Decision-based routing with percentage input for each route

# Problem: Resource Requirement

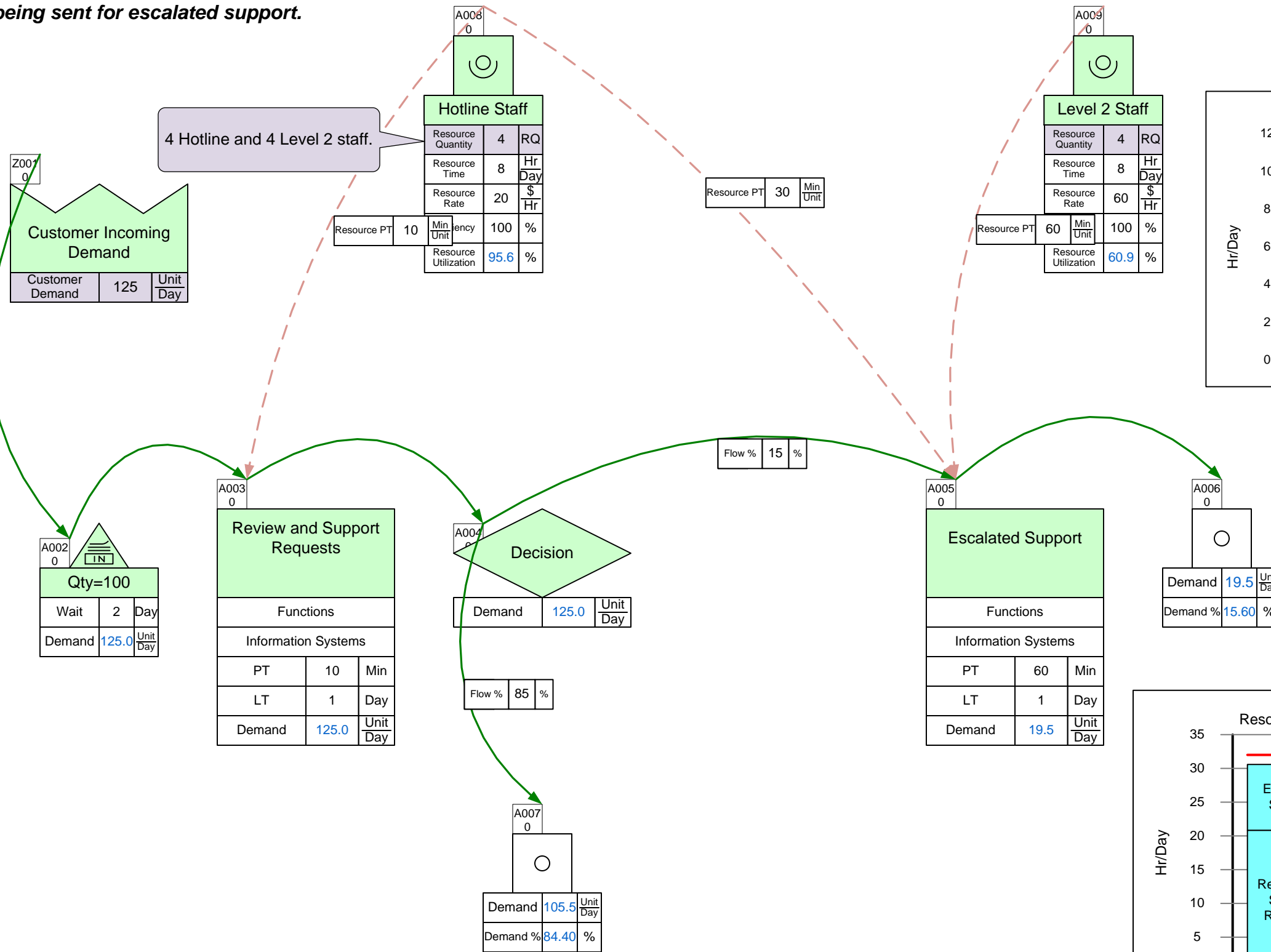
Calculate the resource requirements for both **Hotline** and **Level 2 Staff** for holiday peak demand of 125/day and with 5% higher items being sent for escalated support.



Units	Day	Wk	Year
	8	5	52
	Hr	Day	Wk

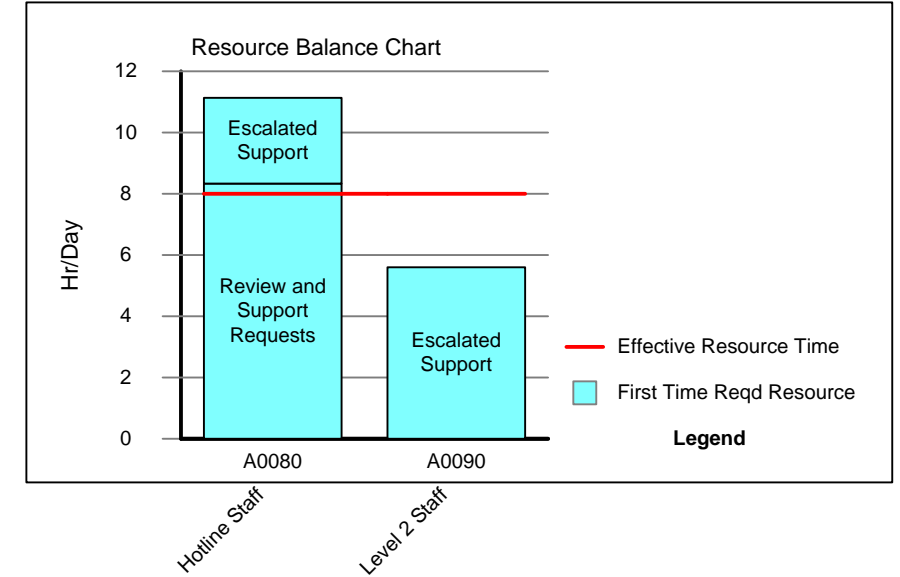
# Solution: Resource Requirement

Calculate the resource requirements for both Hotline and Level 2 Staff for holiday peak demand of 125/day and with 5% higher items being sent for escalated support.

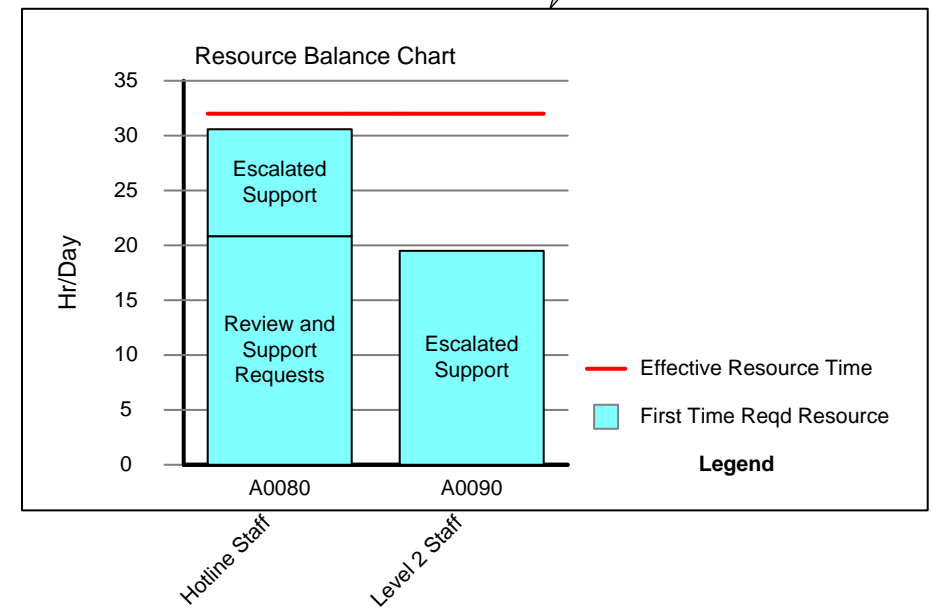


4 Hotline and 4 Level 2 staff.

Resource Usage Chart before adding additional resources, shows that an additional 3 each are needed based on Effective Resource Time.



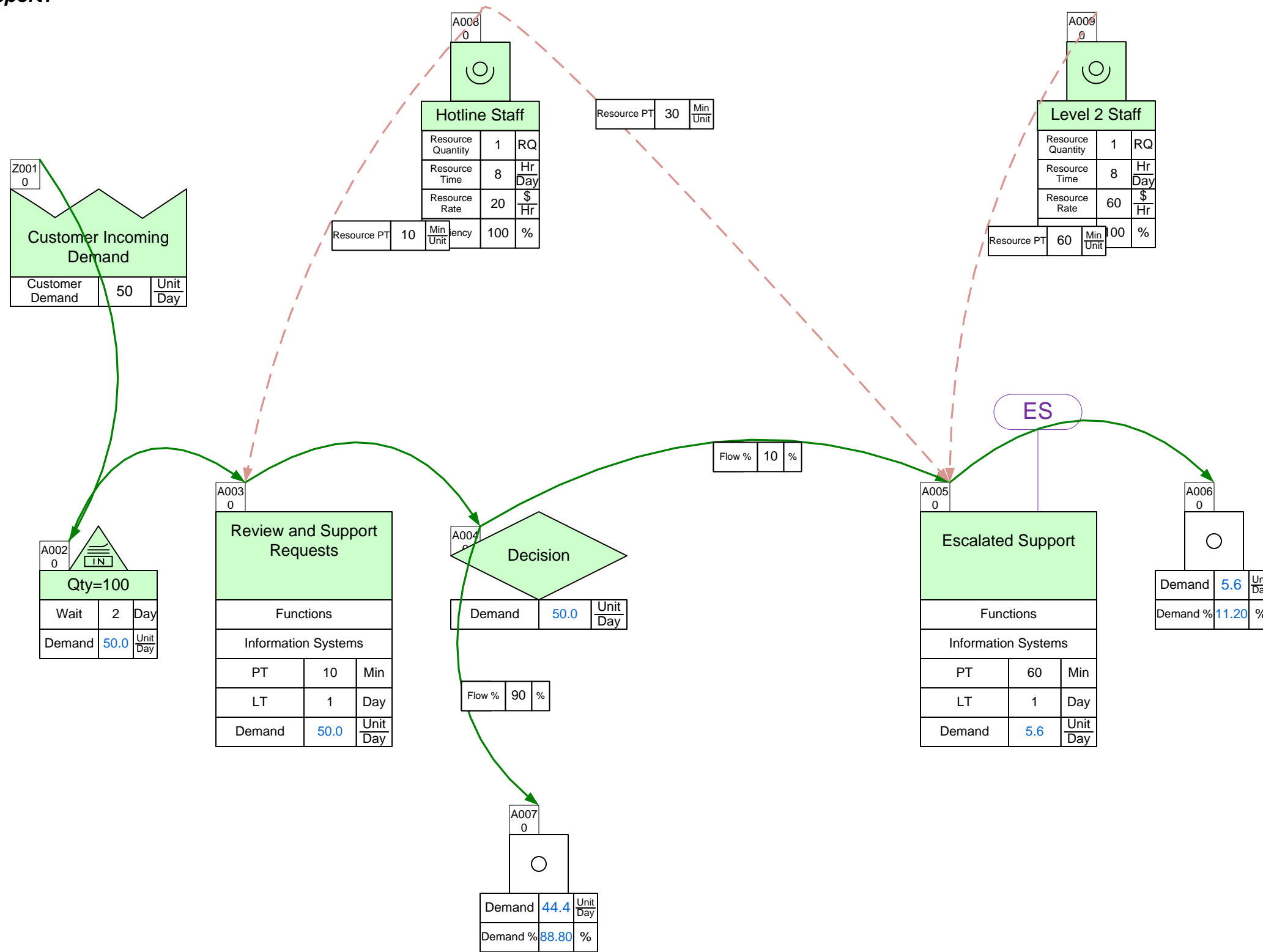
Resource Usage Chart with 4 Hotline and 4 Level 2 staff.



Units	Day	Wk	Year
	8	5	52
	Hr	Day	Wk

# Problem: Lead Time

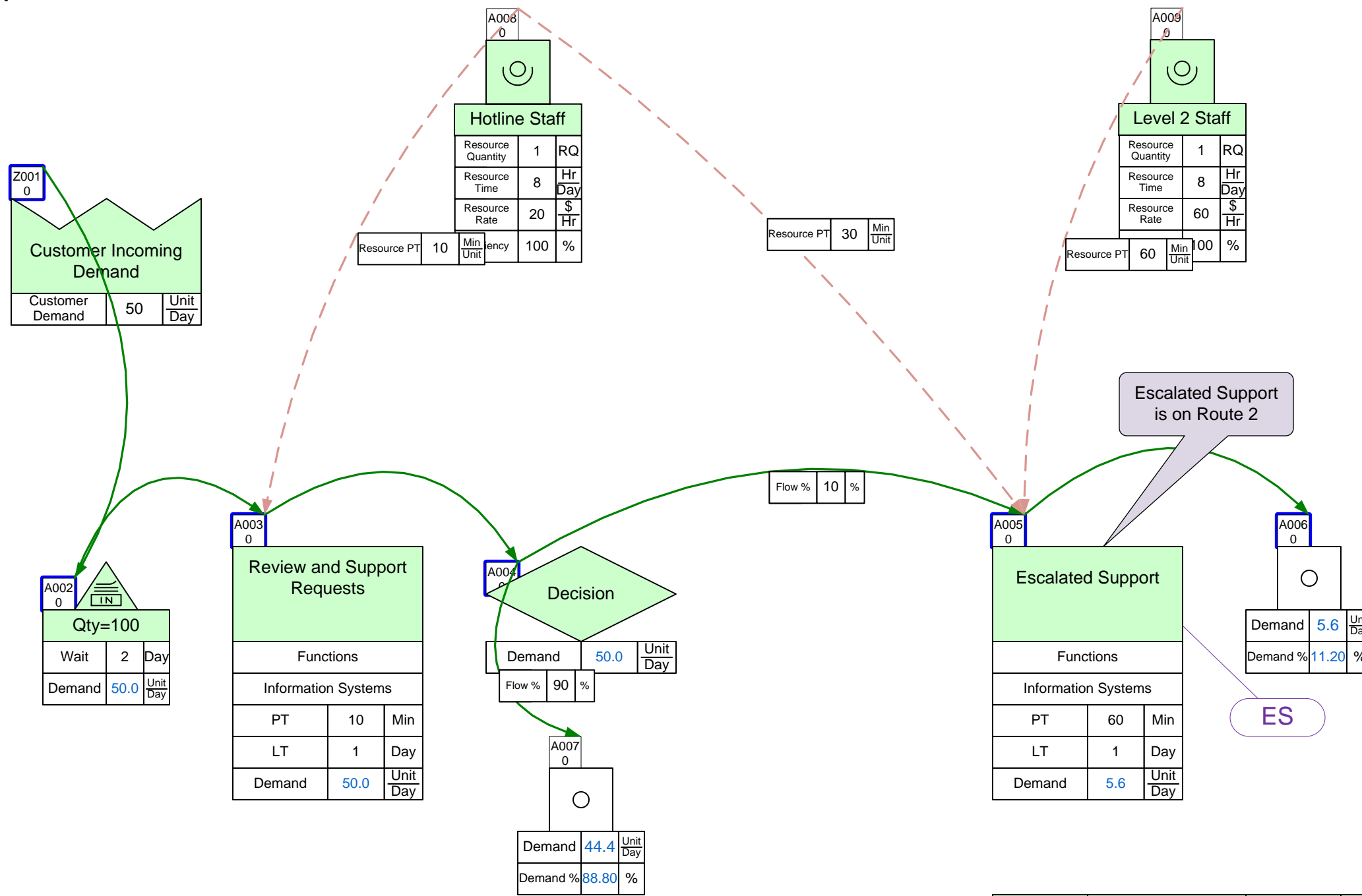
What is the current Lead Time for items going through Escalated Support?



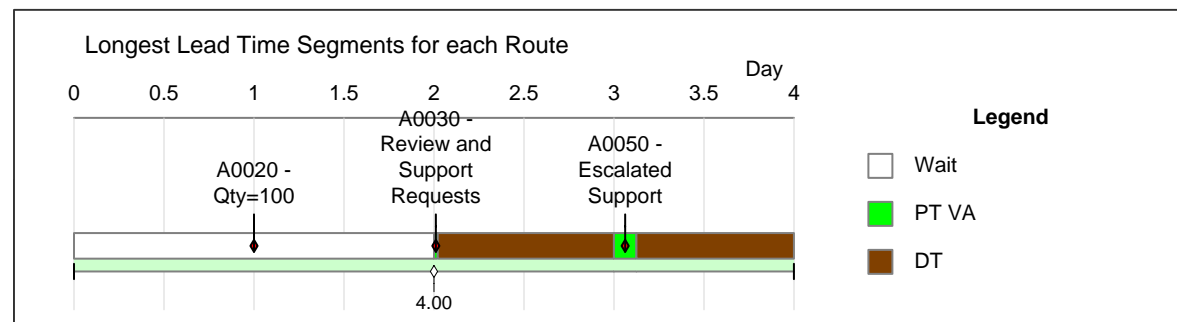
Units	Day	Wk	Year
	8	5	52
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# Solution: Lead Time

What is the current Lead Time for items going through Escalated Support?



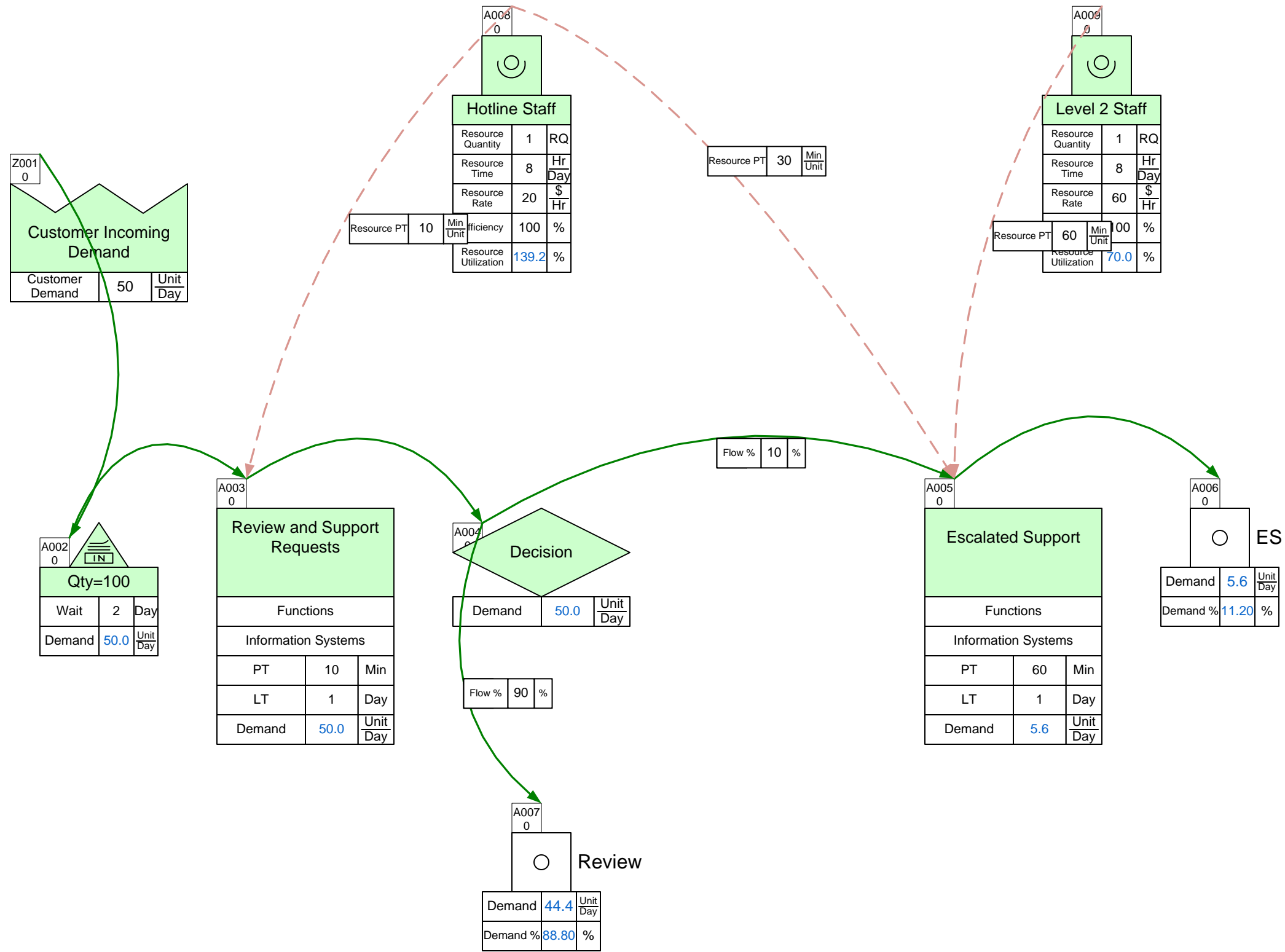
Route Summary for Route 2 gives us the Lead Time for Escalated Support of 4 days.



Route	Route Name	Route Traversals	Route %	Lead Time (longest)	Total Wait	Total PT	PT Percent	Termination Name
	Txt	Unit/Day	%	Day	Hr	Hr	%	Txt
2	ES	5.60	11.20	4.00	32.00	1.17	3.65	A0060
Summary		5.60	11.20	4.00	32.00	1.17	3.65	
Remainder Routes		44.40	88.80	3.00	24.00	0.17	0.69	

# Problem: Incorrect Routing

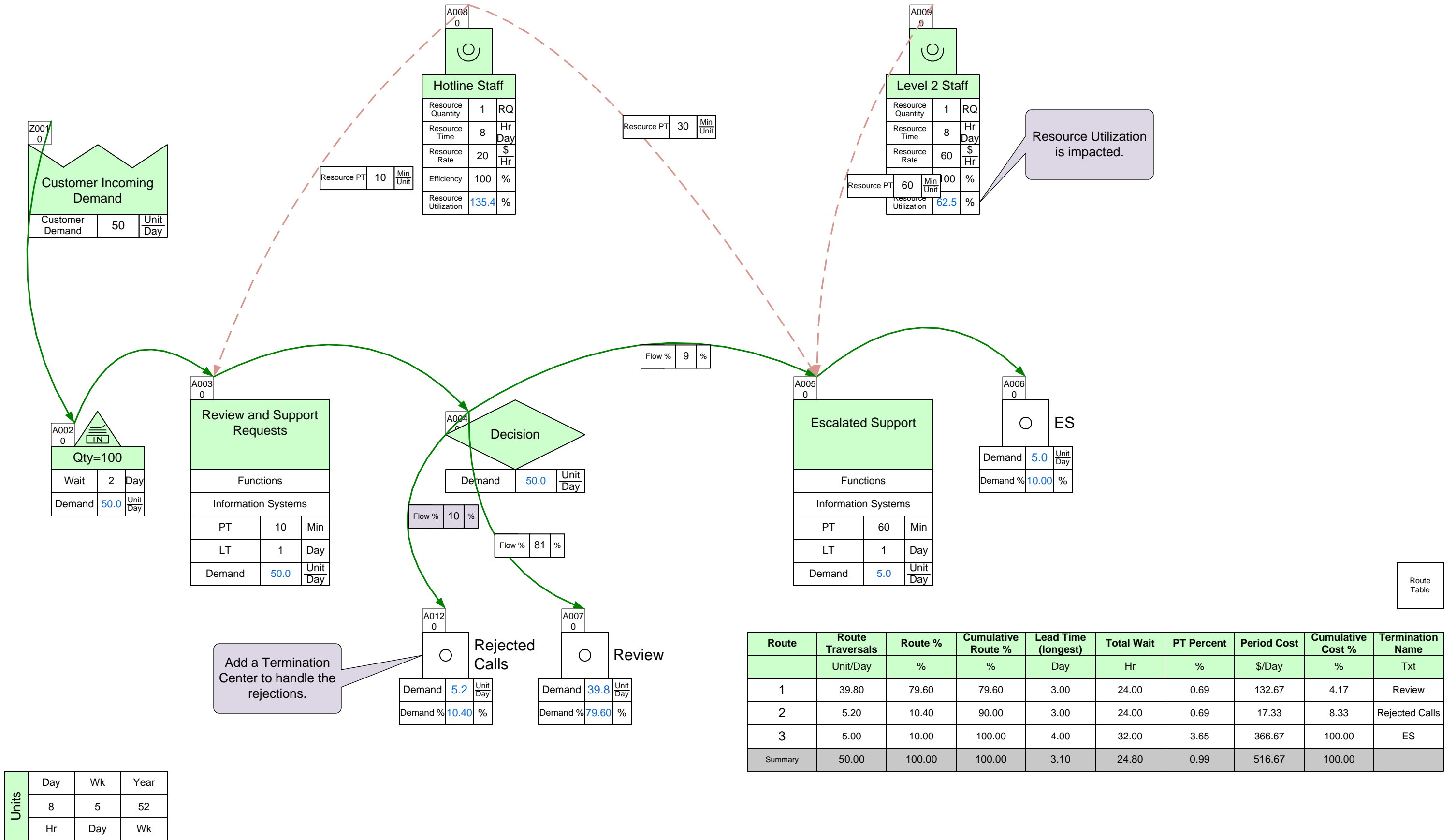
Some of the support requests are rejected at Review because of incorrect routing, typically at 10%. Show the impact on the map.



Units	Day	Wk	Year
	8	5	52
	Hr	Day	Wk

# Solution: Incorrect Routing

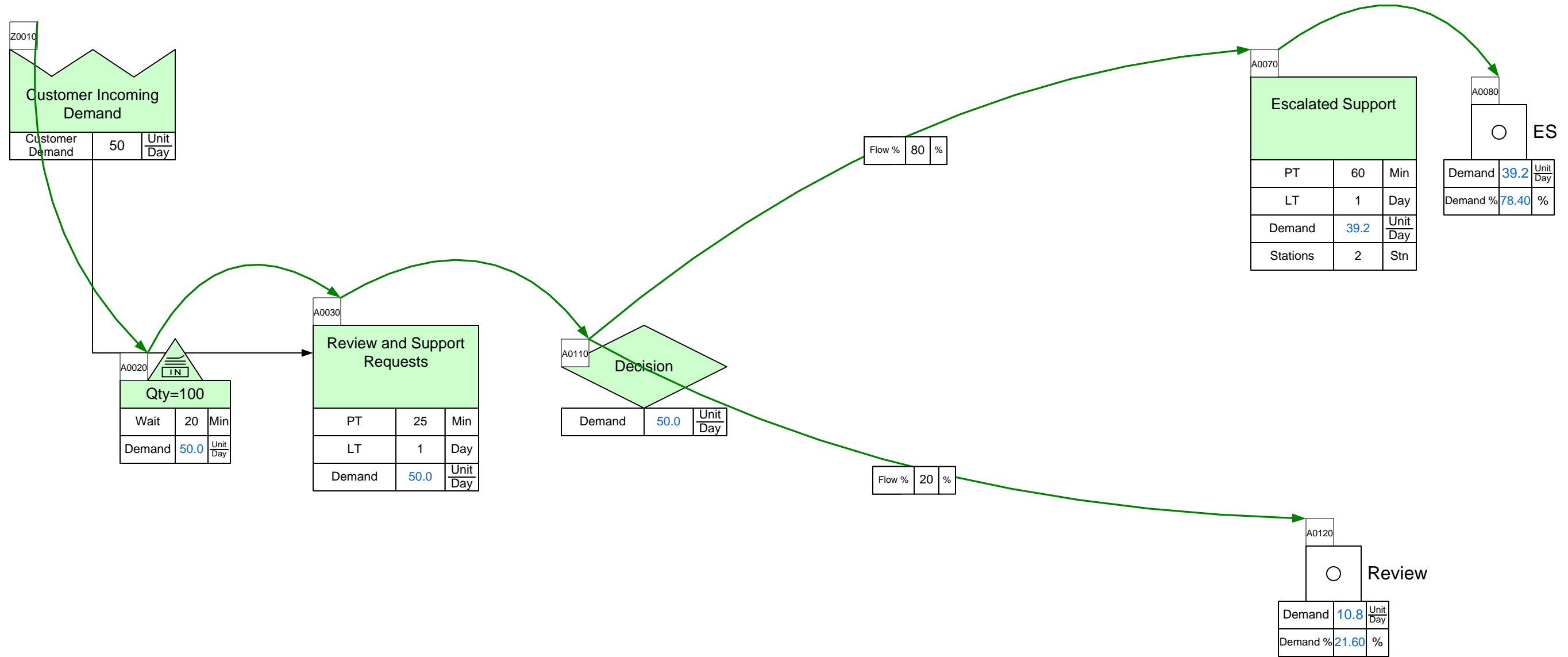
Some of the support requests are rejected at Review because of incorrect routing, typically at 10%. Show the impact on the map.





# Problem: Handling Variation

There is a lot of variation in the number of units per day and also in the review and support turnaround time. How can you handle this on a VSM?

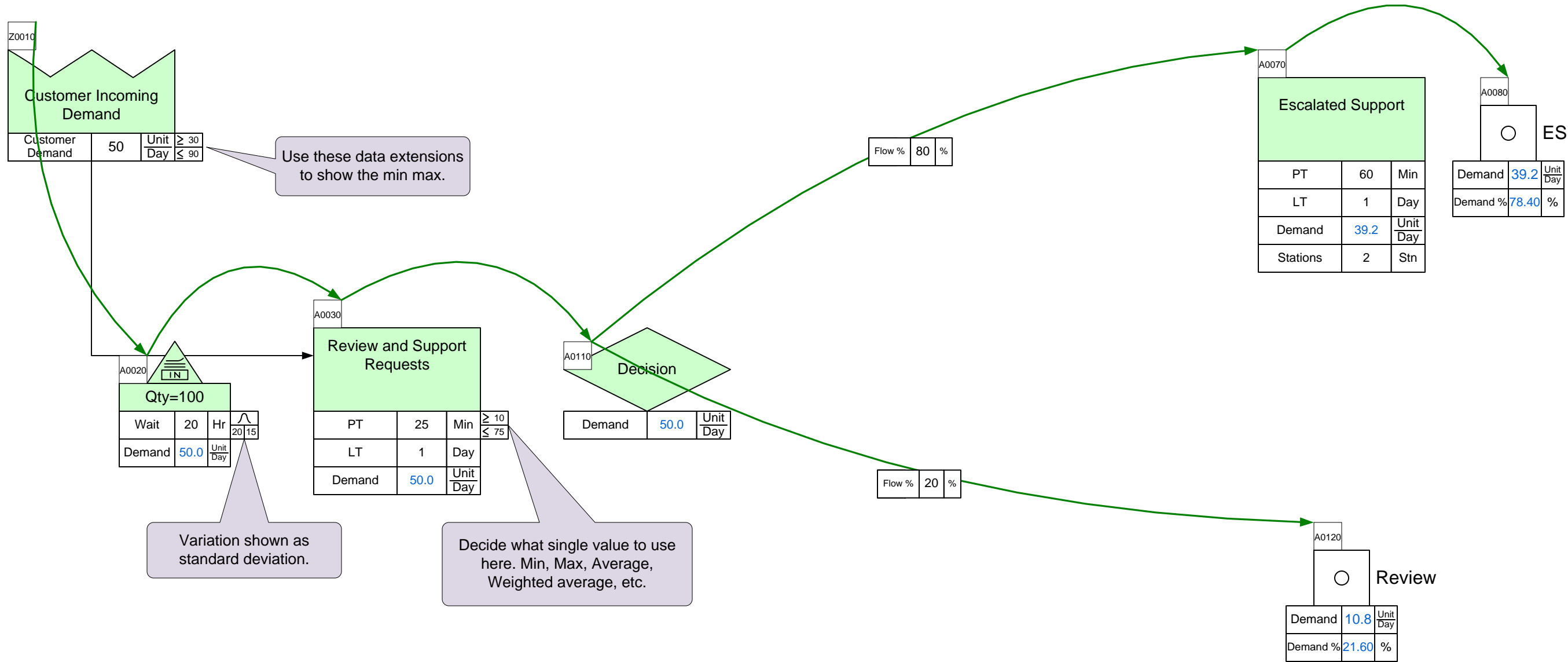


Units	Day	Wk	Year
	24	5	52
	Hr	Day	Wk

# Solution: Handling Variation

*There is a lot of variation in the number of units per day and also in the review and support turnaround time. How can you handle this on a VSM?*

Variation is the root cause of most problems in value streams. Here, variation could be causing long wait times, staff stress, unnecessary costs, errors, etc. The first challenge is to make sure everyone concerned is aware of the variation the value stream has to deal with. This can be done as shown in the example. Value stream mapping is normally a static analysis based on a single data value for each input. You may use min, max, average, weighted average, or some other value which best represents the data for the analysis you are doing.



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	Hr	Day	Wk