

VALUE-ADDED IDENTIFICATION FORM

Customer Value Focus

Section 1: Process Overview

Process Name: Engine Oil Change

Department / Area: Workshop / Service Bay

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What is the final product/service delivered to the customer?

Vehicle with clean, correctly filled engine oil ready for safe operation

Who is the customer? (internal or external)

Internal: Workshop / Business

External: Vehicle owner

Section 2: Customer Value Definition

What does the customer pay for in this process?

To have old, contaminated engine oil removed and replaced with clean oil to protect and maintain the engine

What outcome or result must be achieved?

Engine contains the correct type and amount of clean oil, operating safely and efficiently

What does 'done right' look like?

- Correct oil type used
- Correct oil level achieved
- No leaks
- Engine runs smoothly
- No contamination or rework required

Section 3: Value-Added Steps Only

Value-Added Activity	How it Changes the Product/Service	Time (min)	Right First Time? Yes/No
Drain old engine oil	Removes contaminated oil from engine	5	Yes
Replace oil filter	Removes dirty filter → clean filtration system	3	Yes
Add new engine oil	Empty/dirty system → clean lubricated system	4	Yes
Check oil level and condition	Ensures correct level and quality of oil	2	Yes
Run engine and confirm circulation	Confirms oil is functioning correctly in engine	2	Yes
Drain old engine oil	Removes contaminated oil from engine	5	Yes

Section 4: Total Value-Added Time

Total Value-Added Time: **16** minutes

Section 5: Reflection

How many steps were truly value-added? **5**

Does this feel low compared to the total process time? Yes No

What surprised you?

Most of the total job time is not value-added. Activities such as booking, moving the vehicle, waiting, and paperwork are not included even though they take significant time.

If you could double your value-added time, what would you change?

Reduce waiting time, improve tool and material access, streamline vehicle movement, and minimise administrative tasks so more time is spent actually servicing the vehicle.