

VALUE-ADDED IDENTIFICATION FORM

Customer Value Focus

Section 1: Process Overview

Process Name: _____

Department / Area: _____

Completed By: _____

Date: _____

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

Who is the customer? (internal or external)

Internal: _____

External: _____

Section 2: Customer Value Definition

What does the customer pay for in this process?

What outcome or result must be achieved?

What does 'done right' look like?

Section 3: Value-Added Steps Only

Value-Added Activity	How it Changes the Product/Service	Time (min)	Right First Time? Yes/No

Section 4: Total Value-Added Time

Total Value-Added Time: _____ minutes

Section 5: Reflection

How many steps were truly value-added? _____

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

What surprised you?

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