

# Treasure Hunt: Treasure Map (SIPOC)

Identify and define the scope of the Process for the Treasure Hunt.

Function \_\_\_\_\_ Role \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Supplier	Input	Process Step	Output	Customer	Systems	Why?	Opportunities	Measures



Start with a Function

# Treasure Hunt: Treasure Map (SIPOC)-Instruction

Identify and define the scope of the Process for the Treasure Hunt.

Function \_\_\_\_\_ Role \_\_\_\_\_ Describe its Overall Role \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Supplier	Input	Process Step	Output	Customer	Systems	Why?	Opportunities	Measures
	<p>What are the major inputs received from either internal or external suppliers?</p>							
<p>Who supplies the major inputs?</p>					<p>What enabling computer systems are used?</p>			
			<p>Who is the immediate "customer" for each major output?</p>				<p>What issues (disconnects) negatively influence performance? (e.g.</p>	
			<p>What are the major outputs? (e.g. products/ services to internal or external</p>					
		<p>What are the major processing steps (work activities) used to convert</p>				<p>Why is this major output important to the business?</p>		
								<p>How is success (or failure) measured?</p>

# Treasure Hunt: Treasure Map (SIPOC)-Example

Identify and define the scope of the Process for the Treasure Hunt.

Function Equipment Purchasing Role Source all equip for all Stores Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Supplier	Input	Process Step	Output	Customer	Systems	Why?	Opportunities	Measures
Eng'ers	Drawings	Create Template	Schedule A	Operations	T-Tracker	Mgmt Sign Off	<ul style="list-style-type: none"> <li>·Sort Requests by type</li> <li>·Reduce handling</li> <li>·Merge complaints dept with central</li> <li>·75% of volume in Q4</li> <li>·Impact of Green Demands</li> <li>·50% non standard-too much variation</li> <li>·Multiples spreadsheets</li> <li>·Silo-ized</li> <li>·Checkers checking the checkers</li> </ul>	<ul style="list-style-type: none"> <li>·Lead Times</li> <li>·Pricing</li> <li>·Equip costs</li> </ul>
Project Plan	New Equip Required	Select Product/Vendor	Quotes			List of New Items		
Quote	P.O.	Place & Chase	Receive Equip		SAP	Buy New Equip		
Supply Chain	Min/Max Trigger	Create P.O	Buy New Equip					
		Customer Service	Repair, supplier, invoice,			Solve Customer Issues		
90-120 minute segment for Treasure Hunt								

# Treasure Hunt: Worksheet

Document key attributes of the current process.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Process Step #	Description of Activity/Task	Primary Responsibility	Total (Elapsed) Time			Distance Traveled	Number in Queue
			Process	Wait	Value-Add		
<b>Total</b>							



# Treasure Hunt: Worksheet-Instruction

Document key attributes of the current process.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Process Step #	Description of Activity/Task	Primary Responsibility	Total (Elapsed) Time			Distance Traveled	Number in Queue
			Process	Wait	Value-Add		
			<b>Total</b>				

Number each activity/task

Verb & Noun (e.g. staging, waiting,moving, delivering, sending...etc.)

Function/Role responsible for completing activity/task

Time required from start of activity/task until complete

Total elapsed time from arrival at this activity/task until stationed at next activity/task. Time will be

Time waiting to be processed

Completed during Step 2: Analyzing the Current State

Total distance traveled at and between activities/tasks

Total number of items waiting to be processed or waiting to be moved to next activity/task

## Treasure Hunt: Worksheet-Example

Document key attributes of the current process.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Process Step #	Description of Activity/Task	Primary Responsibility	Total (Elapsed) Time			Distance Traveled	Number in Queue
			Process	Wait	Value-Add		
1	open envelope	Receptionist	4 hours	1 min			27
2	extract contents	Receptionist					
3	log onto e-mail	AP Clerk		2 min			16
4	open e-mail from vendor	AP Clerk		1min			
5	select summary tab from spreadsheet	AP Clerk		1 min			
6	add totals for service 1 and service 2	AP Clerk		5 min			
7	open second spread sheet	AP Clerk		1 min			
8	compare totals	AP Clerk		5 min			
9	print copy of second spread sheet	AP Clerk		1 min			
10	walk to printer & return	AP Clerk		6 min		180m	
11	compose email re: reconciliation			10 min			
12	print 4 copies of email	AP Clerk					
13	walk to printer & return					180 m	
14	put invoice, reconcile & email in envelope						
15	walk to Finance	Mail				630m	
16	Stage documents at Finance	Accounts Mgr	3 days	1 min			5
17	Move to Controllers office for sign off	Controller				120m	7
18							
<b>Total</b>							



# Treasure Hunt: Waste Chart

Record observations of waste in the process.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Process Step #	Over-Production	Waiting	Defects	Over-Processing	Inventory	Motion	Transportation	Policy	Description of Waste	Ideas for Waste Elimination

# Treasure Hunt: Waste Chart-Instruction

Record observations of waste in the process.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Process Step #	Over-Production	Waiting	Defects	Over-Processing	Inventory	Motion	Transportation	Policy	Description of Waste	Ideas for Waste Elimination

Process step # from Treasure Hunt Worksheet

7 Types of waste (+ Policy waste)

Describe the waste in terms of the specific activity you

Write down any idea(s) that readily come to mind to countermeasure the waste observed



## Treasure Hunt: Waste Chart-Example

Record observations of waste in the process.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Process Step #	Over-Production	Waiting	Defects	Over-Processing	Inventory	Motion	Transportation	Policy	Description of Waste	Ideas for Waste Elimination
5						X			Walking around cart lifting boxes looking for summary tags	Set a stanard for how and where to place tags on cart
14						X			Walking around cart looking for first store	Training of Fillers on arranging stores on cart properly
15						X			Having to rotate and move box in order to see label	Need reliable method for labeling and loading
18			X						Rearranging poorly placed product on cart	Need to stack efficiently every time-training
20			X						Filler not putting a number of pieces on summary tag.	Complete summary tag with pieces and ID#
20			X						No way for Consolidator to check for tag verification	Create visual markings for location of carts for easy consolidation
24		X							No set standard of where to take empty carts (go to demag?) Lined up?	Visual markings of where cart should go and who should move.
27		X			X				Pails for filling are the wrong size and in the way.	Set up min/max system for line side stocking of pails

# Treasure Hunt: Information and/or Material Flow Chart

Describe the process flow across functions and computer systems.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Dept/Function Activity/Task										Estimated number of Transactions (per week)



# Treasure Hunt: Information and/or Material Flow Chart-Instruction

Describe the process flow across functions and computer systems.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Dept/Function										Estimated number of Transactions (per week)
Activity/Task										

**Across the Top:** List the department or functional area that executes the activity/task. NOTE : The function could be listed as a software application ( Emily's Spreadsheet) or a Computer System (e.g ERP)

**Down the Side:** From the Treasure Hunt Worksheet list the number and the name of the activity /task.

**Estimate the number of activities or transactions per unit of time (e.g. month, week, day, hour)**



# Treasure Hunt: Information and/or Material Flow Chart-Example

Describe the process flow across functions and computer systems.

Process being followed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Dept/Function Activity/Task	SAP	Purchasing	Accounting	Sales	Warehouse	Outside Vendor	Warehouse	Operations Mgr	Estimated Number of Transactions (per time period)
									per week
1. Fill Request Form					•				67
2. Enter Requisition	•								54
3. Verify Req.	•								
4. Create P.O.		•							42
5. Validate P.o.	•								
6. Apply GL Codes			•						
7. Approve Price								•	
8. Confirm Delivery						•			
9. Notify Customer				•					
10. Place Order		•							
21. Receive Order					•				560



## Treasure Hunt: Process Scorecard - Flipchart Template

Use for both the Current Condition and the Target Condition.

NOTE: Some Measures may not apply (e.g. distance traveled when process is 100% electronic)

Measures	Current Condition	Target Condition	Change
	Treasure Hunt	Vision	Improvement
1. # of Activities/Tasks			
2. # Value-Added Tasks			
3. % Value-Added Tasks			
4. Distance Traveled			
5. # Screens Accessed			
6. # Entry Fields			
7. Total Elapsed/Process Time			
8. Total Value-Added Time			
9. % Value-Added			
10. # Storage Points			
11. # of Checking Steps			
12. # of Handoffs			
13. # of Staging Steps			
14. # in Queue (all staging steps)			
15			
16			

## Treasure Hunt: Treasures (Waste, Problems & Ideas)- Flipchart Template

NOTE: This is the first step in identifying waste elimination opportunities.

Activity/ Task #	Waste Observed	Type of Waste	Improvement Opportunity

# Treasure Chest: Actions and Resources Chart

Collect all the ideas from the Treasure Hunt and convert them into actions.

Process being Addressed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Task #	Activity	Need	Idea	Status	<i>Issues</i>					
					Process	Policy	Resources	IT	Support	Other



# Treasure Chest: Actions and Resources Chart-Instruction

Collect the ideas from the Treasure Hunt and convert them into actions.

Process being Addressed \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Task #	Activity	Need	Idea	Status	Issues >						
					Process	Policy	Resources	IT	Support	Other	

Activity /Task

Activity /Task # from Waste Chart

What is required to improve the performance of the Process Activity/Task? (eliminate waste...add

List the ideas that will help meet the stated need.

List the status of the idea:  
 - action is in process  
 - will be complete in 30 days  
 - will be complete in 90 days

From the 'Treasures' Flipchart summary, identify barriers to completion. What is stopping or delaying pursuit of the idea?





## Treasure Chest: Actions and Resources Chart-Example

Collect all the ideas from the Treasure Hunt and convert them into actions.

Process being Addressed \_\_\_\_\_ I.T. Support Process \_\_\_\_\_ Date \_\_\_\_\_ Page \_\_\_\_\_ of \_\_\_\_\_

Task #	Activity	Need	Idea	Status	Issues >					
					Process	Policy	Resources	IT	Support	Other
18	Small Capex Approval	Fast track approval under certain \$ threshold	Local pre-approval up to \$ 50k	in process	X	X				
43-51	New PC.	Quick Response Request	Laptop Kan Ban	in process	X	X		X		
21	Provide PC Tools	Ability to send customers current version files	Update Office 2011	90 days				X		Need budget approval

