

Test for Value-Added

It's three questions, no emotion just business. Ask for each step in the process and it is not focused on the person performing the task.

Value-Added:

1. Does the task change fit, form, or function of the thing going through the process? **AND**
2. Does the task meet the customer requirements?
OR
Is the task one that the customer would be willing to pay for? **AND**
3. Is the task performed right the first time?

"Yes" to all three questions, put a **GREEN dot** on the sticky note.

Incidental Non-Value Added:

If you cannot answer "Yes" to all three questions, but there is some sort of regulation or law or corporate policy that requires you to do the task, then it is categorized as INVA and you put a **YELLOW dot** on the sticky note.

Non-Value Added:

If you cannot answer "Yes" to all three questions, and there is some **NOT** sort of regulation or law or corporate policy that requires you to do the task, then it is categorized as NVA and you put a **RED dot** on the sticky note. Attack these first!