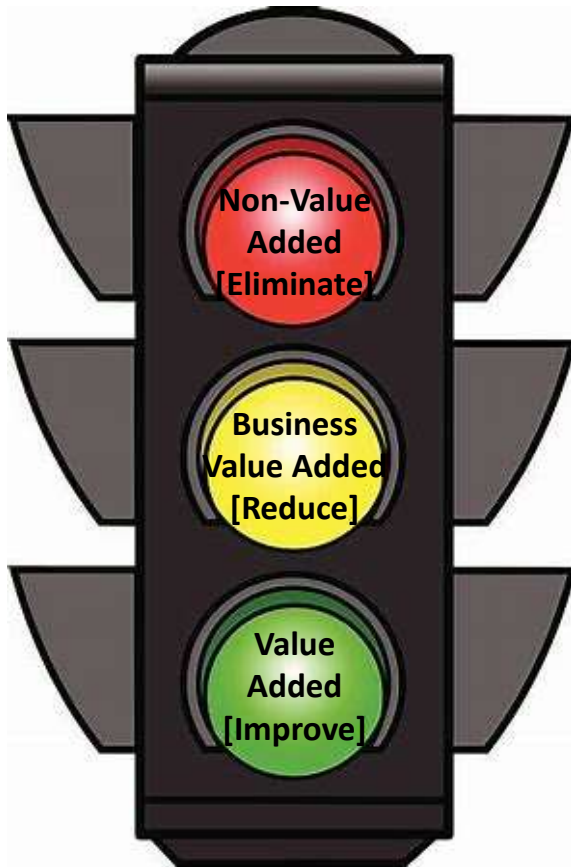


Value Added vs Non-Value Added



Non-Value Added

Process activity that consumes resources but adds no value to the Customer. ELIMINATE

Business Value Added

Process activity that supports business needs but are not valued by the Customer. REDUCE

Value Added

The Customer of the process views the activity as something for which they would pay to occur. IMPROVE