

Process Name: _____

Start Date: _____

Start Date Out: _____

Step	Name/Dept	In		Out		Task/Activity Description Task, Activity, or Process Step	Time in Minutes				
		Date	Time	Date	Time		Delay/wait time from previous step	Cycle Time	Elapsed Time	Value-Added Time	Non-value Added Time
1											
2											
3											
4											
5											
6											
7											
8											
9											
10											
11											
12											
13											

Notes: _____ Totals _____

1. Delay/wait time is calculated by subtracting the In time from the Out time of the previous step
2. Cycle time is calculated by subtracting the beginning time of the step from the end time of the step
3. Elapsed time is the delay/wait time plus cycle time
4. Value-added time the time required to physically or electronically transform the service into value for the patient or customer (or any other department)
This time is typically the cycle time minus any delay or wait time for that step
5. Non-value added time is calculated by adding the delay/wait time plus any cycle time that does not add value to the patient or customer