

# Value vs Non-Value Added Activities

## Module 1: Understanding Value

- What is “value” from a customer perspective
- Customer needs vs business perception
- Examples of value in daily life

## Module 2: Process Activities Basics

- What is a process and activity
- Breaking a process into steps
- Why every step matters

## Module 3: Value-Added (VA) Activities

- Definition of VA activities
- 3 key criteria:
  - Changes form/fit/function
  - Done right the first time
  - Customer is willing to pay
- Simple examples

## Module 4: Non-Value Added (NVA) Activities

- Definition of NVA
- Types:
  - Pure waste
  - Necessary but non-value added
- Introduction to 7 wastes (Lean link)
- Real-life examples

## Module 5: Activity & Application

- Identify VA vs NVA in a simple process (e.g., making tea / ordering food)
- Group discussion
- Key takeaways:
  - Maximize value-added work
  - Reduce or eliminate waste