KAIVANT MASTERCLASS

AI Value Stream Mapping

CATEGORY	COURSE DELIVERY	DURATION
AI Augmentation and Work Redesign	Face-to-face, remote online or hybrid; public or in-house	2 days (14 training hours)

TARGET AUDIENCE

Process owners, operations managers, team leaders, transformation and lean leads, internal consultants and business analysts, and anyone asked to bring AI into the daily work of a team. Also suitable for HR, learning and development, and IT or digital leads who support work redesign.

PREREQUISITES

No prior knowledge of value stream mapping is needed. Participants bring one value stream from their own organisation with a clear start and end, and the dates of three to five recent cases. Completing Kaivant-I (free, about 10 minutes) before the masterclass is recommended.

RELATED MASTERCLASSES

- AI Process Mining
- Task and Skill Scoring
- Decision Mapping
- Capability Mapping
- Service Blueprinting
- Knowledge-Flow Mapping

AI adoption rarely shifts underlying workflows. Teams generate documents in minutes using algorithms. Yet, requests stall for days between desks. The delay exists between steps. It does not occur inside them. Assessment-driven workflows isolate these gaps.

VALUE STREAM MAPPING

Value stream mapping visualizes end-to-end operational efficiency. Originating from Toyota's production system, this lean method maps every sequential step from customer request to final delivery on a single page. It exposes where work waits. Bottlenecks become visible. Office and knowledge work hide these delays in digital queues, inboxes, and isolated systems.

Benefits of value stream mapping:

- Exposes the actual lead time experienced by the customer
- Time spent actively working is isolated from time spent waiting
- Pinpoints specific bottlenecks holding up downstream execution
- Aligns the team around a single, data-backed operational picture

WHAT CHANGES WITH AI

Classic mapping frameworks ignore AI integration. They also fail to track skill degradation when algorithms assume human tasks. This masterclass introduces performance tracking for both variables. Participants apply the KAIVANT notation to evaluate every step:

- Determine if AI executes the task, assists the human, or if the process remains entirely manual
- Skills built by the step, alongside the specific capabilities lost to automation
- Mapping knowledge repositories and tracking where personnel search for data
- Decision ownership across the entire stream

MASTERCLASS DESCRIPTION

The KAIVANT Masterclass: AI Value Stream Mapping trains participants to map knowledge work from initial request to final delivery. Waste must be removed before AI is introduced. Teams redesign the stream to accelerate total flow while preserving human capability development.

Participants analyze a worked case across both days. They immediately apply these analytics to a value stream from their own organisation. This methodology forms the backbone of the KAIVANT masterclass series. These maps connect directly to the other six masterclasses and integrate with the Kaivant-O baseline.

MASTERCLASS AND LEARNING OBJECTIVES

Following the completion of the masterclass, participants will be able to:

- Calculate lead time, process time, and percent complete and accurate for an active value stream
- Map current-state workflows to expose handoffs, waiting periods, and rework loops
- Waste and bottlenecks are identified for removal prior to AI implementation
- Apply the KAIVANT notation to categorize steps (AI does, AI helps, or stays human), track skill development, locate knowledge, and assign decision ownership
- Construct a knowledge and data lane detailing information retrieval patterns
- Future-state and clean-sheet maps are designed and differentiated based on operational constraints
- Draft a 90-day action plan featuring clear owners, flow measures, and skill checks calibrated for AI augmentation

MASTERCLASS APPROACH

Delivery relies on a strict distribution of formats. Short briefings account for 30% of the duration. Hands-on exercises using both a worked case and internal organisational data comprise 50%. The remaining 20% focuses on feedback, presentations, and analytical reflection. A single worked case anchors both days. Every methodology is immediately tested against the participant's own organisational baselines. You can execute these strategies at work the following morning.

Face-to-face sessions utilize wall maps, physical cards, and sticky notes. Remote online delivery relies on shared digital whiteboards and breakout rooms. Hybrid environments merge physical and remote participants onto a single digital board managed by dedicated facilitators.

MASTERCLASS MATERIAL

Participants receive a comprehensive workbook containing all presentation materials. Included resources feature the KAIVANT notation guide, the worked case pack, and coaching question cards. Blank canvases are provided for current state, future state, and clean sheet mapping. Templates for flow measures and the 90-day action plan ensure immediate operational reuse. Every asset is designed for deployment within your own organisation.

CONCEPTS WE WORK WITH



Scope the stream | **Map the current state** | **Bottleneck and waste** | **Augmentation lens** | **Knowledge and data lane** | **Future state and clean sheet** | **Measures and action plan**

MASTERCLASS CONTENT

Day 1

Module 1: From use to change

- Using AI versus altering the fundamental execution of work
- Delays exist between steps rather than inside them
- Single-step modifications compared to overhauling the entire operational model
- The removal test determines if workflows remain identical when AI is extracted
- Exercise: time one recent request from your own work

Module 2: Value stream mapping for office work

- Defining the value stream, customer, start point, and end point
- Lead time calculations alongside process and waiting times
- Percent complete and accurate metrics, including handoffs, queues, batching, and rework
- Exercise: calculate the flow measures for the worked case

Module 3: Mapping the current state

- Scope definition and securing sponsor agreement
- Identifying necessary personnel for the room and justifying their presence
- Walking the stream to map steps, owners, process times, waits, and rework
- Exercise: map the worked case in small groups, with a gallery walk

Module 4: Bottleneck and waste first

- Bottlenecks hold up all subsequent

Day 2

Module 5: The augmentation lens

- Categorizing tasks: AI does, AI helps, or stays human
- Skills built by individual steps and the capability lost to automation
- Decision ownership is assigned across the stream
- Exercise: apply the KAIVANT notation to the case and your own map

Module 6: The knowledge and data lane

- Tracking the time personnel spend searching for information
- Isolated know-how held by few employees and data that remains unused
- Rules governing data quality, access, and privacy
- Exercise: add the knowledge and data lane to the case and your own map

Module 7: Future state and clean sheet

- Future state design improves the current stream
- Clean sheet models imagine building the stream today with full knowledge of AI capabilities
- Transitioning between states requires input from the original map builders
- Exercise: design both versions for the case; draft your own future state

Module 8: Measures and action plan

- Flow measures focus on lead time, quality, and rework
- Skill checks are calibrated for environments with and without AI
- Assigning one owner to each of the first three

downstream activity
- Knowledge work waste includes waiting, rework, extra approvals, duplicate checks, and searching
- Questioning the fundamental necessity of every mapped step
- Exercise: mark the case, then start your own current-state map

actions
- Presentation of action plans, feedback and close

ASSESSMENT AND CERTIFICATE

- Self-assessment covering each learning objective occurs at the start of Day 1 and concludes Day 2
- Trainers review group exercises continuously throughout every module
- Final presentations include detailed feedback on the participant's individual outputs
- End-of-course evaluation form
- Certificates of attendance require full participation and a completed final output

CONCLUSION

AI alters performance metrics only when it alters the workflow. Organisations must map the entire stream first. Waste is removed. Step-by-step analysis dictates where AI belongs, aiming algorithms directly at operational bottlenecks. Tracking what each step teaches ensures personnel grow in capability as automation assumes tasks. Teams avoid quietly losing the specialized skills the organisation relies on.

This methodology drives distinct outcomes across the organisation:

Professionals: Master the KAIVANT notation to accurately map current workflows, calculate flow metrics, and pinpoint exact execution bottlenecks.

Managers: Uncover systemic waste and align cross-functional teams to eliminate operational delays before authorizing AI deployment.

L&D and HR: Map the exact skill gaps created when algorithms assume daily tasks. Build targeted learning pathways that protect human capital, ensure long-term workforce readiness, and align talent development directly with future operational needs.

Start with a baseline

Establish an objective baseline. Kaivant-O measures your organisation's current AI maturity and identifies the correct starting masterclass. Kaivant-I is free and private. The assessment requires approximately 10 minutes and is available at kaivantscore.com.

NEXT STEPS

The KAIVANT Curriculum

The KAIVANT Foundation and Practitioner programs prepare leaders for holistic change management. The individual masterclasses isolate specific operational components, providing highly actionable methods for immediate workplace application. These are highly recommended when executing live deployments requiring targeted methodologies.

Understanding AI Change (Foundation): Establish the analytical concepts, empirical evidence, and shared operational vocabulary required to manage continuous AI integration.

Leading AI Change (Practitioner): Execute assessment-driven AI change through constraint-based planning, live event management, and stakeholder alignment.

AI Value Stream Mapping: Identify where work waits before AI integration (Concepts 2 and 4).

AI Process Mining: Analyse the actual process using system data (Concept 4).

Task and Skill Scoring: Determine which tasks AI executes, supports, or leaves entirely to humans (Concept 5).

Decision Mapping: Track decision-makers and map authority shifts (Concept 8).

Capability Mapping: Identify where AI builds or erodes organizational capacity (Concepts 1 and 2).

Service Blueprinting: Map AI touchpoints between customers and staff (Concept 5).

Knowledge-Flow Mapping: Track knowledge transfer between humans, both with and without AI (Concept 7).

Training provider

This course operates under strict license by approved training providers. Every trainer undergoes rigorous coaching and licensing to ensure standardized delivery. Participants receive identical content and sit the exact same exam globally.

In-house versions adapt to an organization's specific operational reality. Content and duration are finalized following a detailed intake discussion. Training providers seeking to offer this curriculum may apply for an official license.