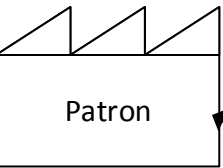
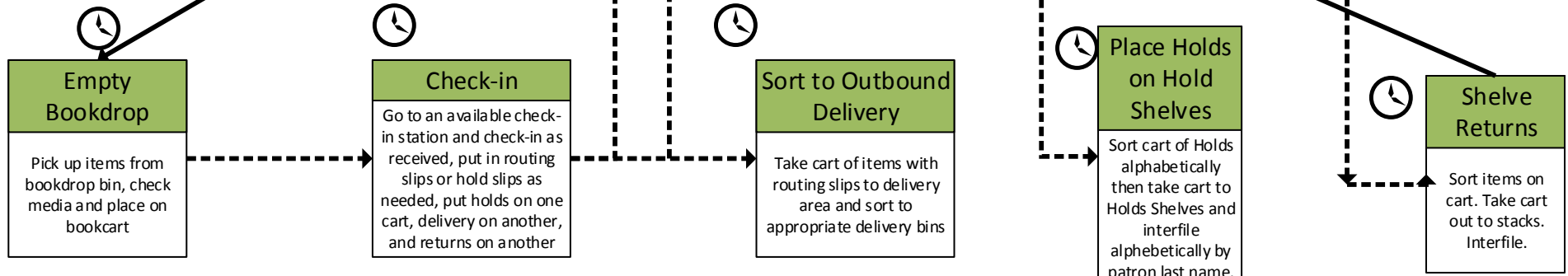


Value Stream: RTS Time for Bookdrop Returns
P/T: 3.87 hours
Lead Time: 9.87—46.87 hours



Item is dropped into bookdrop

Patron finds item they want



P/T = 10 secs per item
D/T = 6-36 hours
Repeat 300 times
Page

Take cart to workstation
120 seconds

P/T = 15 secs per item
D/T = 0-30 minutes
Repeat 100 times
Clerk

Take to Delivery Area
120 seconds

P/T = 10 secs per item
D/T = 0-15 minutes
Repeat 40x
Clerk

Take to Hold Shelves Area
180 seconds

P/T = 20 secs per item
D/T = 0-15 min
Repeat 60x
Clerk

Take to Public Shelving Area
Shelves Area
180 seconds

P/T = 1 minute each
D/T = 3-6 hours
Repeat 120x
Page

P/T 50 min      2 min      25 min      2 min      7 min      3 min      20 min      3 min      120 min

D/T 2-36 hours      0-30 mins      0-15 mins      0-15 mins      3-6 hours