

**APPLYING VALUE STREAM MAPPING IN MEASURING  
SOFTWARE TEAM PERFORMANCE THROUGH TASK  
MONITORING**

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## **Abstrak**

Memantau prestasi kumpulan adalah penting dalam kerja berkumpulan untuk memastikan kerjasama yang diberikan di antara ahli kumpulan adalah adil. Walau bagaimanapun, mengukur kecekapan kerja berpasukan dalam bidang pendidikan adalah sukar kerana teknik pengukuran yang sedia ada tidak mampu membuat ukuran dengan tepat. Objektif kajian ini adalah untuk mengkaji bagaimana pendidik memantau dan mengukur prestasi kerja berpasukan dari segi kecekapan kumpulan dengan menggunakan teknik Value Stream Mapping (VSM). Teknik ini telah digunakan secara meluas terutamanya dalam industri kerana ia dapat mengukur kecekapan proses pembuatan dan menyediakan visual graf dengan tepat. Kajian ini terdiri daripada empat fasa. Fasa pertama memberi tumpuan kepada kajian isu-isu semasa dan teknik yang telah dikaji dalam kajian lepas. Fasa seterusnya memberi tumpuan kepada mereka bentuk Team Performance Task Monitoring (TPTM) dengan menggunakan teknik Value Stream Mapping (VSM). Fasa ini mengkaji dan menganalisis keperluan dan algoritma yang diperlukan untuk kajian fasa ini. Ia diikuti oleh satu kajian perintis yang menilai kesesuaian teknik yang dicadangkan dalam fasa ketiga. Akhir sekali, hasil kajian dan cadangan disediakan dalam fasa terakhir. Ia menyimpulkan bahawa teknik VSM adalah dapat membantu melihat kecekapan anggota pasukan dalam bidang pendidikan. Oleh itu, ia boleh membantu pelajar untuk meningkatkan prestasi mereka dalam tugas yang akan datang. Ia juga dapat membantu pendidik untuk mengkaji semula tahap kesukaran dalam memberikan tugas dan menyediakan pelan untuk memperbaiki kaedah pengajaran.

**Keywords:** Group Efficiency, Value Stream Mapping (VSM), Team Performance, Lean

## **Abstract**

Monitoring team performance is crucial in group work to ensure equal contribution among team members. However, measuring the efficiency of the team members in educational field is difficult because the existing measurement techniques are difficult to be applied. Thus, a practical mechanism to monitor the group members' efficiency is highly needed. This study is intended to fill this gap by proposing a technique to measure the group efficiency using Value Stream Mapping (VSM). This technique was mainly used in industry because it is able to measure the efficiency of manufacturing process and visualize it. This study consists of four main phases, which are conceptual study, design Team Performance Task Monitoring (TPTM) Technique using Value Stream Mapping (VSM), evaluation of TPTM, and writing a report. A pilot study was carried out to assess the suitability of the applied technique. Finally, findings and recommendations for future research were discussed. It concluded that VSM technique is able to view the efficiency of team members in educational tasks. Thus, it can help students to improve their performance in their learning process. It also helps educators to review the level of difficulty in assigning assignment and prepare intervention plan to improve teaching methods.

**Keywords:** Group Efficiency, Value Stream Mapping (VSM), Team Performance, Lean

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## Table of Contents

|  |           |
|--|-----------|
| Permission to Use .....                                | ii        |
| Abstrak.....   | iii       |
| Abstract.....  | iv        |
| Acknowledgement .....                                  | v         |
| Table of Contents.....                                 | vi        |
| List of Tables .....                                   | vii       |
| List of Figures .....                                  | viii      |
| List of Appendices.....                                | viii      |
| <br>   |           |
| <b>CHAPTER ONE: INTRODUCTION</b>                       | <b>1</b>  |
| 1.0 Overview of the Chapter                            | 1         |
| 1.2 Background of Study                                | 1         |
| 1.3 Research Motivation                                | 3         |
| 1.4 Problem Statement                                  | 3         |
| 1.5 Research Questions                                 | 5         |
| 1.6 Research Objectives                                | 6         |
| 1.7 Research Framework                                 | 7         |
| 1.8 Operational Definitions                            | 11        |
| 1.9 Research Scope                                     | 11        |
| 1.10 Significant of the Research                       | 12        |
| 1.11 Limitation of the Research                        | 12        |
| 1.12 Thesis Structure                                  | 12        |
| 1.13 Summary of Chapter                                | 14        |
| <b>CHAPTER TWO: LITERATURE REVIEW</b>                  | <b>15</b> |
| 2.1 Overview of the Chapter                            | 15        |
| 2.2 Reviews on Team Performance Task Monitoring (TPTM) | 15        |
| 2.3 Lean   | 17        |
| 2.3.1 Lean Thinking                                    | 18        |
| 2.3.2 Lean Tools                                       | 18        |

|   |   |           |
|---|---|-----------|
| 2.4   | Application of Value Stream Mapping (VSM)   | 21        |
| 2.5   | Team Software Process (TSP)   | 27        |
| 2.6   | Summary of the Chapter  | 29        |
| <b>CHAPTER THREE: RESEARCH METHODOLOGY</b>                      |   | <b>31</b> |
| 3.1   | Overview of the Chapter   | 31        |
| 3.2   | Conceptual Study  | 32        |
| 3.3   | Design of Team Performance Task Monitoring (TPTM) Technique by using Value Stream Mapping (VSM) guided by Team Software Process | 33        |
| 3.4   | Team Performance Task Monitoring (TPTM) Requirement   | 33        |
| 3.4.1   | Requirement Analysis  | 34        |
| 3.4.2   | Identify and Prioritize Task Distribution   | 34        |
| 3.4.3   | Algorithm   | 34        |
| 3.4.3.1   | Transform Tasks into Process Flow Chart (PFC)   | 34        |
| 3.4.3.2   | Analyze Report using VSM  | 35        |
| 3.5   | Evaluation of TPTM  | 37        |
| 3.5.1   | Case Study  | 37        |
| 3.5.2   | Usability Test  | 37        |
| 3.6   | Summary of the Chapter  | 38        |
| <b>CHAPTER FOUR: DESIGN OF TEAM PERFORMANCE TASK MONITORING</b> |   | <b>39</b> |
| 4.1   | Overview of the Chapter   | 39        |
| 4.2   | Team Performance Task Monitoring (TPTM) Requirement Analysis  | 39        |
| 4.2.1   | Functional Requirements   | 40        |
| 4.2.1.1   | Prototype requirement Description   | 40        |
| 4.2.1.2   | Use Case Diagram  | 42        |
| 4.2.1.3   | Sequence Diagram  | 43        |
| 4.2.1.4   | Activity Diagram  | 44        |
| 4.2.2   | Software Tools and Programming Language   | 44        |
| 4.3   | Value Stream Mapping (VSM) Efficiency's Algorithm   | 45        |
| 4.3.1   | Pseudo Codes for Assign Team  | 45        |
| 4.3.2   | Pseudo Codes for Lecturer Assign Team   | 47        |
| 4.3.3   | Pseudo Codes for Student Download and Upload task   | 48        |

|   |   |           |
|---|---|-----------|
| 4.4   | Limitation                                    | 49        |
| 4.5   | Summary of the Chapter                        | 49        |
| <b>CHAPTER FIVE: EVALUATION OF TEAM PERFORMANCE TASK MONITORING</b> |   | <b>50</b> |
| 5.1   | Overview of the Chapter                       | 50        |
| 5.2   | Case Study                                    | 50        |
| 5.2.1   | Experiment Procedures                         | 51        |
| 5.2.2   | Case Study 1                                  | 52        |
| 5.2.3   | Case Study 2                                  | 52        |
| 5.2.4   | Case Study 3                                  | 53        |
| 5.3   | Result of Applying Value Stream Mapping (VSM) | 53        |
| 5.3.1   | Team Analysis                                 | 53        |
| 5.3.2   | Class Analysis                                | 56        |
| 5.4   | Usability Result and Discussion               | 57        |
| 5.5   | Respondent Feedback                           | 63        |
| 5.5.1   | Instructor Feedback                           | 63        |
| 5.5.2   | Student Feedback                              | 63        |
| 5.6   | Summary of the Chapter                        | 63        |
| <b>CHAPTER SIX : CONCLUSIONS AND RECOMMENDATIONS</b>                |   | <b>65</b> |
| 6.1   | Overview of the Chapter                       | 65        |
| 6.2   | Summary of the Research                       | 65        |
| 6.3   | Contributions of the Research                 | 67        |
| 6.4   | Limotations of the Research                   | 67        |
| 6.5   | Recommendation for Future Research            | 68        |
| <b>REFERENCES.....</b>  |   | <b>69</b> |



## **List of Figures**

|             |   |    |
|-------------|---|----|
| Figure 1.1: | Research Framework (Conceptual Study)             | 7  |
| Figure 1.2: | Research Framework (Design)                       | 8  |
| Figure 1.3: | Research Framework (Evaluate)                     | 9  |
| Figure 2.1  | Value Stream Mapping graph.                       | 20 |
| Figure 3.1: | Overview of Research Methodology                  | 32 |
| Figure 3.2: | Individual Value Stream Mapping (VSM)             | 36 |
| Figure 4.1: | Team Performance Task Monitoring Use Case Diagram | 43 |
| Figure 4.2: | Pseudo Code Assigning Team                        | 46 |
| Figure 4.3: | Pseudo Code Lecturer Assign Task                  | 47 |
| Figure 4.4: | Pseudo Codes student download until upload task   | 48 |
| Figure 4.5: | VSM efficiency's algorithm                        | 48 |
| Figure 5.1: | Individual Value Stream Mapping (VSM)             | 55 |
| Figure 5.2: | Usability Test Result – Case Study 1              | 59 |
| Figure 5.3: | Usability Test Result – Case Study 2              | 60 |
| Figure 5.4: | Usability Test Result – Case Study 3              | 62 |

## **List of Tables**

|              |  |    |
|--------------|--|----|
| Table 2.1:   | Lean Tools                                       | 21 |
| Table 2.2:   | Summary of VSM Application in Various Domains    | 24 |
| Table 2.3:   | TSP support tools                                | 28 |
| Table 3.1:   | Group value added and summary process cycle time | 36 |
| Table 3.2:   | Individual Summary                               | 36 |
| Table 4.1:   | TPTM Requirement Description                     | 40 |
| Table 4.2:   | Development Tools                                | 44 |
| Table 5.1:   | Characteristics of Case Study                    | 50 |
| Table 5.2:   | Group 71 Value Added                             | 53 |
| Table 5.3:   | Group 71 Summary Process Cycle Time (%)          | 54 |
| Table 5.4:   | Individual Summary                               | 54 |
| Table 5.5:   | Summary of Case Study 1                          | 56 |
| Table 5.6:   | Summary of Case Study 2                          | 56 |
| Table 5.7:   | Summary of Case Study 3                          | 57 |
| Table 5.8:   | Computer System Usability Questionnaire Scale    | 58 |
| Table 5.9 :  | Characteristic Analysis – Case Study 1           | 59 |
| Table 5.10 : | Characteristic Analysis – Case Study 2           | 61 |
| Table 5.11 : | Characteristic Analysis – Case Study 3           | 62 |

## List of Appendices

|   |    |
|---|----|
| Appendix 4-A: Sequence Diagram  | 74 |
| Appendix 4-B: Activity Diagram  | 78 |
| Appendix 4-C: UserInterface Diagram   | 83 |
| Appendix 5-A: Data Collection   | 88 |
| Appendix 5-B: Computer System Usability Questionnaire from<br><a href="http://hcibib.org/perlman/question.cgi">http://hcibib.org/perlman/question.cgi</a> | 92 |

# **CHAPTER ONE**

## **INTRODUCTION**

### **1.1 Overview of the Chapter**

This chapter introduces the background of the study, research motivation, problem statement, research questions, and research objectives. The operational definition, research framework, research scope, significance of the research, and limitations of the research are also presented. The chapter ends with the outline of the thesis structure.

### **1.2 Background of the Study**

Monitoring students' activity and performance are very important for educators to provide effective teaching and learning methods. This is to keep students involved in learning and to improve their understanding (Doctor & Iqbal, 2012). Currently, students are struggling with teamwork by using collaborative skills (Vivian, Falkner, & Falkner, 2013). One of the methods to minimize these issues is by monitoring students' task activity closely (Juan, Daradoumis, Faulin, & Xhafa, 2008). When the students' tasks can be monitored closely, educators can determine non-participating group members and balance distribution tasks and non-performing team members. In addition, it can help educators to identify the bottleneck area and thus improve team performance. The educators also face challenges in designing a course to meet current demand in software development. The course needs to provide guidelines for students, monitoring student processes for each task and the result, especially in large classes (Rong & Shao, 2012). Based on the above challenges, researchers are

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