The Basics Of Process Mapping 2nd Edition By Damelio Robert Published By Productivity Press 2nd Second Edition 2011 Paperback

A holistic approach to harnessing a company?s processes to achieve true customer satisfaction Every move that a corporation makes is a mixture of input, action, and output–in short, a process. To keep customers, employees, and shareholders happy, corporate management must juggle conflicting priorities. These competing priorities result in conflicting processes. To help achieve true customer satisfaction, manage–ment needs tools that allow for a holistic approach to analyzing these processes. This book provides that tool. It shows corporations how to analyze and enhance their critical processes in order to deliver the highest level of service to their internal and external customers. Providing a clear understanding of what process mapping can do for a company as well as practical applications for each step in process mapping, this useful guide outlines a proven method for assuring better processes and building a more customer–focused company.

Whether you are looking for a way to create efficiencies, analyze the work that is being done, or provide better customer service or innovation, you are ultimately looking for a tool to better understand processes. This book discusses the complete cycle of business process mapping and links business objectives, risks and measures of success to the processes being mapped. Unlike other books that promote a specific process and performance improvement discipline, this book shows organizations how to achieve success by fixing basic operational issues and problems using a broad and wide-sweeping process-based toolkit. In addition, it helps individuals who have worked in stale- or siloed-thinking enterprises make the transition to a process or improvement-oriented culture and teaches those who are unfamiliar with process tools to look at their work with a new lens and adopt a continuous improvement and analytical-thinking mindset. The authors have successfully used the various methods, tools, and concepts found in this book to overcome practical, daily problems at various organizations. This book will surely help operators, managers, practitioners, and executives, who are charged with improving processes and workplace culture, produce better products and services.

Is Lean a fit for your healthcare organization? Various methodologies can be used to help organizations achieve their objectives depending on their criteria: lowest risk of failure, fast to resolution, or lowest cost for deployment. But what every organization should consider is which methodology will have the greatest impact. Lean, a systematic approach to understanding and optimizing processes, may be the fit for your organization. Learn more in this new IBM® RedpaperTM publication, A Guide to Lean Healthcare Workflows, by Jerry Green and Amy Valentini of Phytel (An IBM Company). The paper delves into the five steps of Lean: Define value from the patient's perspective Map the value stream, and identify issues and constraints Remove waste, and make the value flow without interruption Implement the solution, and allow patients to pull value Maintain the gain, and pursue perfection It describes each step in-depth and includes techniques, example worksheets, and materials that can be used during the overall analysis and implementation process. And it provides insights that are derived from the real-world experience of the authors. This paper is intended to serve as a guide for readers during a process-improvement project and is not necessarily intended to be read end-to-end in one sitting. It is written primarily for clinical practitioners to use as a step-by-step guide to lean out clinical workflows without having to rely on complex statistical hypothesis-testing tools. This guide can also be used by clinical or nonclinical practitioners in non-patient-centered workflows. The steps are based on a universal Lean language that uses industry-standard terms and techniques and, therefore, can be applied to almost any process. Disease Mapping: From Foundations to Multidimensional Modeling guides the reader from the

basics of disease mapping to the most advanced topics in this field. A multidimensional framework is offered that makes possible the joint modeling of several risks patterns corresponding to combinations of several factors, including age group, time period, disease, etc. Although theory will be covered, the applied component will be equally as important with lots of practical examples offered. Features: Discusses the very latest developments on multivariate and multidimensional mapping. Gives a single state-of-the-art framework that unifies most of the previously proposed disease mapping approaches. Balances epidemiological and statistical points-of-view. Requires no previous knowledge of disease mapping. Includes practical sessions at the end of each chapter with WinBUGs/INLA and real world datasets. Supplies R code for the examples in the book so that they can be reproduced by the reader. About the Authors: Miguel A. Martinez Beneito has spent his whole career working as a statistician for public health services, first at the epidemiology unit of the Valencia (Spain) regional health administration and later as a researcher at the public health division of FISABIO, a regional bio-sanitary research center. He has been also the Bayesian Hierarchical Models professor for several seasons at the University of Valencia Biostatics Master. Paloma Botella Rocamora has spent most of her professional career in academia although she now works as a statistician for the epidemiology unit of the Valencia regional health administration. Most of her research has been devoted to developing and applying disease mapping models to real data, although her work as a statistician in an epidemiology unit makes her develop and apply statistical methods to health data, in general.

This is the second edition of Wil van der Aalst's seminal book on process mining, which now discusses the field also in the broader context of data science and big data approaches. It includes several additions and updates, e.g. on inductive mining techniques, the notion of alignments, a considerably expanded section on software tools and a completely new chapter of process mining in the large. It is self-contained, while at the same time covering the entire process-mining spectrum from process discovery to predictive analytics. After a general introduction to data science and process mining in Part I, Part II provides the basics of business process modeling and data mining necessary to understand the remainder of the book. Next, Part III focuses on process discovery as the most important process mining task, while Part IV moves beyond discovering the control flow of processes, highlighting conformance checking, and organizational and time perspectives. Part V offers a guide to successfully applying process mining in practice, including an introduction to the widely used open-source tool ProM and several commercial products. Lastly, Part VI takes a step back, reflecting on the material presented and the key open challenges. Overall, this book provides a comprehensive overview of the state of the art in process mining. It is intended for business process analysts, business consultants, process managers, graduate students, and BPM researchers.

OVER 40,000 COPIES IN PRINT! This best-seller shows how to create flowcharts, which are proven to help improve any work process. Detailed exercises teach anyone how to chart and document processes, understand them, and make improvements from them. This hands-on, step-by-step workbook includes instructions on how to document work processes-a requirement for ISO 9000 registration.

Ten years ago, groupware bundled with email and calendar applications helped track the flow of work from person to person within an organization. Workflow in today's enterprise means more monitoring and orchestrating massive systems. A new technology called Business Process Management, or BPM, helps software architects and developers design, code, run, administer, and monitor complex network-based business processes BPM replaces those sketchy flowchart diagrams that business analysts draw on whiteboards with a precise model that

uses standard graphical and XML representations, and an architecture that allows it converse with other services, systems, and users. Sound complicated? It is. But it's downright frustrating when you have to search the Web for every little piece of information vital to the process. Essential Business Process Modeling gathers all the concepts, design, architecture, and standard specifications of BPM into one concise book, and offers hands-on examples that illustrate BPM's approach to process notation, execution, administration and monitoring. Author Mike Havey demonstrates standard ways to code rigorous processes that are centerpieces of a service-oriented architecture (SOA), which defines how networks interact so that one can perform a service for the other. His book also shows how BPM complements enterprise application integration (EAI), a method for moving from older applications to new ones, and Enterprise Service BUS for integrating different web services, messaging, and XML technologies into a single network. BPM, he says, is to this collection of services what a conductor is to musicians in an orchestra: it coordinates their actions in the performance of a larger composition. Essential Business Process Modeling teaches you how to develop examples of process-oriented applications using free tools that can be run on an average PC or laptop. You'll also learn about BPM design patterns and best practices, as well as some underlying theory. The best way to monitor processes within an enterprise is with BPM, and the best way to navigate BPM is with this valuable book.

Value-stream maps are the blueprints for lean transformations and Learning to See is an easy-to-read, step-by-step instruction manual that teaches this valuable tool to anyone, regardless of his or her background.This groundbreaking workbook, which has introduced the value-stream mapping tool to thousands of people around the world, breaks down the important concepts of value-stream mapping into an easily grasped format. The workbook, a Shingo Research Prize recipient in 1999, is filled with actual maps, as well as engaging diagrams and illustrations.The value-stream map is a paper-and-pencil representation of every process in the material and information flow, along with key data. It differs significantly from tools such as process mapping or layout diagrams because it includes information flow as well as material flow. Value-stream mapping is an overarching tool that gives managers and executives a picture of the entire production process, both value and non value-creating activities. Rather than taking a haphazard approach to lean implementation, value-stream mapping establishes a direction for the company.To encourage you to become actively involved in the learning process, Learning to See contains a case study based on a fictional company, Acme Stamping. You begin by mapping the current state of the value stream, looking for all the sources of waste. After identifying the waste, you draw a map of a leaner future state and a value-stream plan to guide implementation and review progress regularly.Written by two experts with practical experience, Mike Rother and John Shook, the workbook makes complicated concepts simple. It teaches you the reasons for introducing a

mapping program and how it fits into a lean conversion.With this easy-to-use product, a company gets the tool it needs to understand and use value-stream mapping so it can eliminate waste in production processes. Start your lean transformation or accelerate your existing effort with value-stream mapping. [Source : 4e de couv.].

From three design partners at Google Ventures, a unique five-day process--called the sprint--for solving tough problems using design, prototyping, and testing ideas with customers.

PRACTICAL COVERAGE OF BUSINESS PROCESS MANAGEMENT FUNDAMENTALS This concise, easy-to-understand guide provides a straightforward introduction to the tools and techniques required to implement business process management (BPM), and how it can benefit any organization. Written by an instructor at the BPM Institute, What Is BPM? explains the management strategies, integrated methodologies, and software solutions essential to a successful enterprise-wide BPM implementation. Discover how to roll out a systematic approach to continuous process improvement in your organization and deliver sustained operational performance. Find out how to: Identify value chain processes within your organization Understand the document, assess, improve, and manage phases of BPM Select process improvement tools, such as process mapping, Six Sigma, and Lean Transform to a process-managed enterprise Evaluate BPM software and platforms

Here is the CORBA book that every C++ software engineer has been waiting for. Advanced CORBA® Programming with C++ provides designers and developers with the tools required to understand CORBA technology at the architectural, design, and source code levels. This book offers hands-on explanations for building efficient applications, as well as lucid examples that provide practical advice on avoiding costly mistakes. With this book as a guide, programmers will find the support they need to successfully undertake industrial-strength CORBA development projects. The content is systematically arranged and presented so the book may be used as both a tutorial and a reference. The rich example programs in this definitive text show CORBA developers how to write clearer code that is more maintainable, portable, and efficient. The authors' detailed coverage of the IDL-to-C++ mapping moves beyond the mechanics of the APIs to discuss topics such as potential pitfalls and efficiency. An in-depth presentation of the new Portable Object Adapter (POA) explains how to take advantage of its numerous features to create scalable and high-performance servers. In addition, detailed discussion of advanced topics, such as garbage collection and multithreading, provides developers with the knowledge they need to write commercial applications. Other highlights In-depth coverage of IDL, including common idioms and design trade-offs Complete and detailed explanations of the Life Cycle, Naming, Trading, and Event Services Discussion of IIOP and implementation repositories Insight into the dynamic aspects of CORBA, such as dynamic typing and the new DynAny interfaces Advice on selecting appropriate

application architectures and designs Detailed, portable, and vendor-independent source code

The bestselling first edition of this influential resource has been incorporated into the curriculum at forward thinking colleges and universities, a leading vocational technical institute, many in-house corporate continuous improvement approaches, and the United Nations' headquarters. Providing a complete and accessible introduction to process maps, The Basics of Process Mapping, Second Edition raises the bar on what constitutes the basics. Thoroughly revised and updated to keep pace with recent developments, it explains how relationship maps, cross-functional process maps (swimlane diagrams), and flowcharts can be used as a set to provide different views of work. New in the Second Edition: Four new chapters and 75 new graphics An introduction to the concepts of flow and waste and how both appear in knowledge work or business processes A set of measures for flow and waste A discussion of problematic features of knowledge work and business processes that act as barriers to flow Seven principles* and 29 guidelines for improving the flow of knowledge work A detailed (actual) case study that shows how one organization applied the principles and guidelines to reduce lead time from an average of 28 days to 4 days Unlike "tool books" or "pocket guides" that focus on discrete tools in isolation, this text use a single comprehensive service work example that integrates all three maps, and illustrates the insights they provide when applied as a set. It contains how to procedures for creating each type of map, and includes clear-cut guidance for determining when each type of map is most appropriate. The well-rounded understanding provided in these pages will allow readers to effectively apply all three types of maps to make work visible at the organization, process, and job/performer levels. *The Seven principles are integrated into Version 3 of the body of knowledge used for Lean certification by the ASQ/AME/SME/SHINGO Lean Alliance. This is the first publication of those principles and guidelines. Geocomputation with R is for people who want to analyze, visualize and model geographic data with open source software. It is based on R, a statistical programming language that has powerful data processing, visualization, and geospatial capabilities. The book equips you with the knowledge and skills to tackle a wide range of issues manifested in geographic data, including those with scientific, societal, and environmental implications. This book will interest people from many backgrounds, especially Geographic Information Systems (GIS) users interested in applying their domain-specific knowledge in a powerful open source language for data science, and R users interested in extending their skills to handle spatial data. The book is divided into three parts: (I) Foundations, aimed at getting you up-to-speed with geographic data in R, (II) extensions, which covers advanced techniques, and (III) applications to real-world problems. The chapters cover progressively more advanced topics, with early chapters providing strong foundations on which the later chapters build. Part I describes the nature of spatial datasets in R and methods for manipulating them. It also covers

geographic data import/export and transforming coordinate reference systems. Part II represents methods that build on these foundations. It covers advanced map making (including web mapping), "bridges" to GIS, sharing reproducible code, and how to do cross-validation in the presence of spatial autocorrelation. Part III applies the knowledge gained to tackle real-world problems, including representing and modeling transport systems, finding optimal locations for stores or services, and ecological modeling. Exercises at the end of each chapter give you the skills needed to tackle a range of geospatial problems. Solutions for each chapter and supplementary materials providing extended examples are available at https://geocompr.github.io/geocompkg/articles/. Dr. Robin Lovelace is a University Academic Fellow at the University of Leeds, where he has taught R for geographic research over many years, with a focus on transport systems. Dr. Jakub Nowosad is an Assistant Professor in the Department of Geoinformation at the Adam Mickiewicz University in Poznan, where his focus is on the analysis of large datasets to understand environmental processes. Dr. Jannes Muenchow is a Postdoctoral Researcher in the GIScience Department at the University of Jena, where he develops and teaches a range of geographic methods, with a focus on ecological modeling, statistical geocomputing, and predictive mapping. All three are active developers and work on a number of R packages, including stplanr, sabre, and RQGIS.

User story mapping is a valuable tool for software development, once you understand why and how to use it. This insightful book examines how this often misunderstood technique can help your team stay focused on users and their needs without getting lost in the enthusiasm for individual product features. Author Jeff Patton shows you how changeable story maps enable your team to hold better conversations about the project throughout the development process. Your team will learn to come away with a shared understanding of what you're attempting to build and why. Get a high-level view of story mapping, with an exercise to learn key concepts quickly Understand how stories really work, and how they come to life in Agile and Lean projects Dive into a story's lifecycle, starting with opportunities and moving deeper into discovery Prepare your stories, pay attention while they're built, and learn from those you convert to working software

For some organizations, Lessons Learned (LL) is an informal process of discussing and recording project experiences during the closure phase. For others, LL is a formal process that occurs at the end of each phase of a project. Regardless of when they are performed, if you are a project team member, chances are you will soon be required to present

This second edition features new and expanded coverage of contaminant hydrogeologic investigations. It presents a practical approach to completing investigations for environmental compliance, emphasizing the use of geologic principles in assessment to move sites toward cleanup. Stressing the basics of collecting data that can withstand regulatory scrutiny and achieve remediation, Principles of Contaminant Hydrogeology, Second Edition demonstrates how to solve a client's site contamination problem while maximizing cost effectiveness. It focuses on small- and medium-sized firms, for which speed, accuracy, and cost are all crucial factors in the

site assessment and closure process. Based on "real world" problems, the book takes you step-by-step through the investigation and includes client-consultant-regulator interaction, budgets, ethics, and data extrapolation for solving problems. It introduces concepts such as field logistics, drilling techniques, sampling protocols, contaminant movement, and remediation. Regulatory personnel, hydrogeological consultants, drilling contractors, remediation contractors, university instructors, and students will benefit from the wealth of information provided in this new edition.

Metrics-Based Process Mapping (MBPM) is a methodology that was developed to support the adoption of lean practices in office, service, and technical environments. Designed and developed by lean practitioners, this technique integrates the functional orientation of conventional swim-lane process maps with the time and quality metrics used in value stream mapping. While MBPM can be used to help improve any cross-functional process, it is an especially effective means for understanding and acting on office, service, and technical process improvement opportunities identified during value stream mapping. View a presentation of this valuable tool in action - http://vimeo.com/27016122 This CD provides improvement teams with an Excel-based solution to electronically archive and distribute current and future state MBPMs created with paper and Post-it® notes. This flexible user-friendly tool includes: A custom toolbar that enables mapping-related functionality, including the ability to insert, reorder, or remove steps and functions Automated calculation of key process performance metrics An audit tool that ensures a map contains the data required to auto-calculate the metrics needed to compare process performance from the current to the projected future state Easy to use with no installation necessary, the tool requires only basic Excel experience. It includes a detailed step-by-step instruction guide that walks users through the process of creating a metrics-based process map. System Requirements: The tool is intended for use on PC's using Excel 2003 or later; it will NOT function with earlier versions of Excel, or on Macintosh computers.

Bernard Johann offers a comprehensive set of practical tools to lead novice and veteran practitioners alike through the complexities of business process design, presenting a step-by-step approach that demonstrates how team members and others can integrate and streamline efforts among functional departments to create responsive business processes.

Metrics-Based Process Mapping (MBPM) is a tactical-level, visual mapping approach that enables improvement teams to make effective, data-based decisions regarding waste elimination and measure ongoing process performance. The mapping technique, often used to drill down from a value stream map, integrates the functional orientation of traditional swim-lane process maps with time and quality metrics that are essential for designing improved processes. Building on the success of its popular predecessor, Metrics-Based Process Mapping: An Excel-Based Solution, this book takes readers to the next level in understanding processes and process improvement. Included with the book is an interactive macro-driven Excel tool, which allows users to electronically capture their current and future state maps. The tool also audits the maps for completeness, summarizes the metrics, and auto-calculates the improvements. Improvements to this version include: Foundational content about processes—what they are and how they vary A description of the difference between value-stream and process-level maps New content about how to bridge the gap between your current

state and your desired future state Tips for effective team formation and mapping facilitation An implementation plan for those using the mapping methodology as a standalone tool and not part of a Kaizen Event The Excel-based tool included on the accompanying CD provides readers with a user-friendly way to electronically archive manually created maps in team settings for easier storage and distribution across your entire organization. While current and future state MBPMs are initially created during team-based activities using butcher paper and post-its, the electronic maps serve as standard work documentation for the improved process, enabling training, communication, and process monitoring activities. This flexible, user-friendly tool includes: A custom toolbar that simplifies map creation and editing Automated calculation of key metrics An audit feature to prevent mapping errors The ability to simulate how improvements will impact staffing requirements System Requirements: The tool is intended for use on PCs using Excel 2003 or later—it will NOT function with earlier versions of Excel, or on Macintosh computers. View a demo of the Excel tool at: www.mbpmapping.com

This textbook covers the entire Business Process Management (BPM) lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and inter-disciplinary approach. The presentation is illustrated using the BPMN industry standard defined by the Object Management Group and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises – many with solutions – and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on BPM as an enterprise capability has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of BPM initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website.

In this step by step guide, former Management Consultant and change management expert Theodore Panagacos walks you through the entire discipline of Business Process Management. Learn how to fast track your orgnaization's strategy to govern processes, create a process culture, and measure business performance. Best of all, this crystal-clear, convenient sized book can be put to work in your organization immediately!

Don't simply show your data—tell a story with it! Storytelling with Data teaches you the fundamentals of data visualization and how to communicate effectively with data. You'll discover the power of storytelling and the way to make data a pivotal point in your story. The lessons in this illuminative text are grounded in theory, but made accessible through numerous real-world examples—ready for immediate application to your next

graph or presentation. Storytelling is not an inherent skill, especially when it comes to data visualization, and the tools at our disposal don't make it any easier. This book demonstrates how to go beyond conventional tools to reach the root of your data, and how to use your data to create an engaging, informative, compelling story. Specifically, you'll learn how to: Understand the importance of context and audience Determine the appropriate type of graph for your situation Recognize and eliminate the clutter clouding your information Direct your audience's attention to the most important parts of your data Think like a designer and utilize concepts of design in data visualization Leverage the power of storytelling to help your message resonate with your audience Together, the lessons in this book will help you turn your data into high impact visual stories that stick with your audience. Rid your world of ineffective graphs, one exploding 3D pie chart at a time. There is a story in your data—Storytelling with Data will give you the skills and power to tell it!

A business organization, like a human body, is only as effective as its various processes. Pretty obvious, right? Yet, as V. Daniel Hunt demonstrates in this groundbreaking book, the failure to appreciate this obvious fact is the reason most reengineering schemes fail. Managers whose job it is to improve company performance, like physicians who work to improve patient health, must develop a clear picture of how each process fits into the overall organizational structure; how it ought to function; and how well it is performing at any given moment; before they can form a diagnosis or devise a treatment strategy. Fortunately, a powerful new analytical tool that has emerged in recent years helps you to do all of that and much more. Developed at General Electric, process mapping has been implemented in companies around the globe, and the results have been simply astonishing. Now find out how to make this breakthrough reengineering technology work for your organization in Process Mapping. The first and only hands-on guide of its kind, Process Mapping arms you with a full complement of state-of-the-art tools and techniques for assessing existing business processes and developing a detailed road map for ongoing change and improvement. Internationally known management consultant and bestselling author V. Daniel Hunt guides you step-by-step through the entire process. He helps you assess the need for process reengineering in your organization and determine whether or not a process map is what you need. He shows you how to create a process mapping team and helps you select the best-buy process mapping tools for the job. He explains how to gather vital information about your business processes via focused interviews and other interview techniques, and how to use this data in implementing process mapping. He also offers expert advice on how to apply your process map to significantly improve business functions and bottom-line performance. Hunt draws upon the experiences of companies around the world whose process mapping success stories will be a source of inspiration and instruction. You'll find out just how process mapping was put to use--and the results it achieved--at General Electric, IBM, NASA, Tandy Electronics, Shawmut National Bank, Fluor Daniel, Exxon, and other leading product and service firms. Find out all about today's most important new management tool and how to put it to work for continuous improvement in your organization in Process Mapping. The first and only hands-on guide to a powerful new process mapping tool The most important new process improvement tool to come along in more than a decade, process mapping enables managers to easily identify and assess the various business processes that

make up their organizations and to develop a road map for continued performance improvement. Now find out how to make this breakthrough management tool work in your organization by applying Process Mapping. V. Daniel Hunt, the bestselling author of Reengineering, Quality in America, and The Survival Factor, guides you step-by-step through the entire process. He gives you all the proven process mapping tools and techniques you need to: * Assess the need for process improvement in your company * Decide if process mapping is right for you * Create a process mapping team * Select the best process mapping software tools for the job * Collect vital information about business processes * Use the data to build your own process map * Use your process map to significantly improve bottom-line business performance Hunt also provides detailed case studies of product and service companies around the globe that have discovered the value of process mapping. You'll find out how General Electric, IBM, NASA, Tandy Electronics, Shawmut National Bank, Fluor Daniel, Exxon, and other leading companies achieved stunning results when they made process mapping part of their business improvement efforts.

Flowcharts teaches how to create and compare different flowcharts that outline the sequence of steps in a process. The information is presented in a straightforward, easy-to-understand manner through a series of exercises and case studies. Users of Plain & Simple Series learn how to select the right tool for the task at hand, collect the right data, interpret the data, and take appropriate action based on their findings.

This book provides how-to guidance and examples for three types of maps, namely relationship map, cross-functional process map, and flowchart. It helps readers to effectively apply all three types of maps to make work visible at the organization, process, and job/performer levels.

This book acquaints the reader with Value Stream Mapping as well as Process Mapping, and thereby provides a dual set of tools. This dual set is far more effective than either technique alone. With photos and examples of related Lean practices, the book focuses on implementing VSM, not just drawing diagrams and graphs.

Praise for Detail Process Charting "A must-read for any competitive organization, Detail Process Charting: Speaking the Language of Process provides a comprehensive, yet clear, explanation of how to utilize one of the most powerful tools available to improve work processes. [Graham] has successfully integrated the history, success stories, and wisdom of those in the field who have applied this time-tested tool." -Jim Denyes, Training Manager Naval Occupational Safety and Health, and Environmental Training Center Author, Work Smarter, Not Harder "This book will be a valuable resource for all those interested in work simplification and its implementation. Excellent answers to the 'who,' 'what,' 'when,' 'how,' and 'why' of work simplification are provided in an understandable and very useful level of detail. Graham has obviously 'been there, done that.' " -John A. Roberts III, Adjunct Professor School of Business Administration, University of Dayton "The keys to this approach . . . are the involvement of the workers and the simplicity of the charting approach. Even those participants who have never seen a process chart can almost instantly see how the process works, their role in it, and how it can be improved. This level of involvement means continuous buy-in, which significantly improves the chances of success. The emphasis on the document as the key process element and the ability to diagram the document to flow easily, rapidly, and clearly set this approach apart from all the others." -Fredric D. Heilbronner, Director of

Systems Consulting, eForms Digital Consulting & Software Services, Inc. "Much has been written about charting and business systems analysis, but I have not seen anything as comprehensive and clear as Ben Graham's book. Writing in simple, easy-to-follow language with plentiful illustrations and practical examples, this book takes the reader through the full spectrum of the charting process from initial analysis to managing charting libraries. This book is a must-have for all process improvement analysts and managers wanting to improve their organizational efficiency." -Robert Barnett, Managing Director Robert Barnett and Associates Pty. Ltd.

Introduces a realistic approach to leading, managing, and growing your Agile team or organization. Written for current managers and developers moving into management, Appelo shares insights that are grounded in modern complex systems theory, reflecting the intense complexity of modern software development. Recognizes that today's organizations are living, networked systems; that you can't simply let them run themselves; and that management is primarily about people and relationships. Deepens your understanding of how organizations and Agile teams work, and gives you tools to solve your own problems. Identifies the most valuable elements of Agile management, and helps you improve each of them.

Are you baffled by how your department can keep making the same mistakes? Do you feel you have been climbing an unending, uphill battle trying to focus your employees' limited time on more valuable work? You're not alone! In fact, these obstacles are so common in business that the solution to getting past them even has a name--business process improvement (BPI).Thankfully, though, you don't have to be a BPI expert in order to resolve these situations and find the results your business needs to find success again. Written by an experienced process analyst, The Power of Business Process Improvement is the resource you need to find a simple, bottom-line approach to process improvement work. By implementing its proven 10-step method, you will be able to:• Eliminate duplication and bureaucracy• Control costs• Establish internal controls to reduce human error• Test and rework the process before introducing it• Implement the changesWhether you are new to BPI or a seasoned pro, this user-friendly how-to guide--complete with software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas--is your solution to turning your business into the well-oiled machine you know it can be.

Process Mapping & Management is a 10-chapter book comprised of three sections: Process mapping mechanics, process improvement analysis, and process redesign and justification. Written for executives and graduate students the text offers practical techniques for simplifying and improving business processes that are immediately actionable. The improvement analysis is based on lean six sigma techniques and discusses leaning for the removal of process waste, cleaning for improving the remaining steps, and greening for evaluating methods that either automate or off-load work. A call-center case study runs through the book to illustrate many of the techniques.

With the growing business industry there is a large demand for greater speed and quality, for projects of all natures in both small and large businesses. Lean Six Sigma is the result of the combination of the two best-known improvement methods: Six Sigma (making work better, of higher quality) and Lean (making work faster, more efficient). Lean Six Sigma For Dummies outlines they key concepts in plain English, and shows

you how to use the right tools, in the right place, and in the right way, not just in improvement and design projects, but also in your day-to-day activities. It shows you how to ensure the key principles and concepts of Lean Six Sigma become a natural part of how you do things so you can get the best out of your business and accomplish your goals better, faster and cheaper. About the author John Morgan has been a Director of Catalyst Consulting, Europe's leading provider of lean Six Sigma solutions for 10 years. Martin Brenig-Jones is also a Director at Catalyst Consulting. He is an expert in Quality and Change Management and has worked in the field for 16 years. Many books on process mapping are oriented around a traditional manufacturing process control environment. the methodology and tools in this book are applicable to any company in any industry that is interested in developing a much more integrated, systems approach to management to dramatically improve their business. the author's previous book, From Quality to Business Excellence: a Systems Approach to Management, explains the philosophy behind this approach. This book provides the how to for achieving that level of visualization with a unique combination of theory and tools showing you how to implement enterprise process mapping in a way that will yield significant business value for your organization. This book includes a free evaluation copy of Microsoft Visio and a free evaluation copy of the ProcessMaps tool for enterprise process mapping, as well as computer-based training on how to use these tools. Review a sample Webinar presentation about this book by the author by clicking here.

To better understand and improve your systems, you must measure and map their essential characteristics. Yet, because your systems and their associated processes occur over varying spatial and temporal scales, you will need various types of maps and metrics—depending on the level of detail and understanding required. During nearly four decades of experience helping clients across various industries understand, measure, and improve the performance of their processes, Jerry L. Harbour discovered a handful of performance maps that will work in most settings. As such, he's gathered these critical few maps into The Performance Mapping and Measurement Handbook. In this handbook, Dr. Harbour explains performance mapping and measurement techniques at widely differing spatial and temporal scales. Using real-world examples and language that is easy to understand, he demonstrates the effective use of: Node-link maps Process activity maps Process step maps Basic task element maps Event pathway maps Response timeline maps Key performance driver maps Filled with graphical illustrations, the book can be read sequentially or used as a "How do I do that?" reference book. It includes easy-to-follow explanations along with numerous examples of both good and bad implementation. In addition, it includes case studies from a wide range of operational and industrial settings that clearly demonstrate how the mapping and measurement techniques described in the book can be applied to new technologies and processes.

The Complete Business Process Handbook is the most comprehensive body of knowledge on business processes with revealing new research. Written as a practical guide for Executives, Practitioners, Managers and Students by the authorities that have shaped the way we think and work with process today. It stands out as a masterpiece, being part of the BPM bachelor and master degree curriculum at universities around the world, with revealing academic research and insight from the leaders in the market.

This book provides everything you need to know about the processes and frameworks, methods, and approaches to implement BPM. Through real-world examples, best practices, LEADing practices and advice from experts, readers will understand how BPM works and how to best use it to their advantage. Cases from industry leaders and innovators show how early adopters of LEADing Practices improved their businesses by using BPM technology and methodology. As the first of three volumes, this book represents the most comprehensive body of knowledge published on business process. Following closely behind, the second volume uniquely bridges theory with how BPM is applied today with the most extensive information on extended BPM. The third volume will explore award winning real-life examples of leading business process practices and how it can be replaced to your advantage. Learn what Business Process is and how to get started Comprehensive historical process evolution In-depth look at the Process Anatomy, Semantics and Ontology Find out how to link Strategy to Operation with value driven BPM Uncover how to establish a way of Thinking, Working, Modelling and Implementation Explore comprehensive Frameworks, Methods and Approaches How to build BPM competencies and establish a Center of Excellence Discover how to apply Social BPM, Sustainable and Evidence based BPM Learn how Value & Performance Measurement and Management Learn how to roll-out and deploy process Explore how to enable Process Owners, Roles and Knowledge Workers Discover how to Process and Application Modelling Uncover Process Lifecycle, Maturity, Alignment and Continuous Improvement Practical continuous improvement with the way of Governance Future BPM trends that will affect business Explore the BPM Body of Knowledge

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