

METRICS-BASED PROCESS MAPPING

**Identifying and Eliminating
Waste in Office and
Service Processes**

**Karen Martin
Mike Osterling**



CRC Press

Taylor & Francis Group

A PRODUCTIVITY PRESS BOOK

Metrics Based Process Mapping Identifying And Eliminating Waste In Office And Service Processes

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improvement project a success The Basics of Process Mapping Robert Damelio,1996 *Process Mapping Road Trip* William Sparks,2016-10-06 An organization or business is made up of processes If we can improve processes then we can improve our organizations Few of us have the time to become a process expert No problem With *Process Mapping Road Trip* you can follow the five steps towards mapping a process and improving workflow efficiency This book uses the analogy of a road trip to follow a process through its various stops to a final destination Written in everyday language *Process Mapping Road Trip* is a user friendly business book that you can quickly read and apply in your organization Managers at all levels can follow the five steps to improve processes within their department or those workflows that cut across multiple departments *Process Mapping Road Trip* is based on a highly acclaimed workshop delivered annually at the InsideNGO conference in Washington D C *Mapping Work Processes* ,2008 *Process Mapping, Process Improvement, and Process Management* Dan Madison,2005 At last a simple well written survey of process redesign that will help you transform your organization into a world class competitor Author Dan Madison explains the evolution of work management styles from traditional to process focused and introduces the tools of process mapping the roles and responsibilities of everyone in the organization and a logical ten step redesign methodology Thirty eight design principles allow readers to custom fit the methodology to the particular challenges within their own organizations Additional chapters by guest writers Jerry Talley Ph D and Vic Walling Ph D discuss cross department process management and using computer simulation in redesign respectively Publisher

Lean Administration: From Value Stream Mapping (Vsm) to Service Stream Mapping (Ssm) David Meyner,2019-02-11 This Business Excellence manual describes in practical way concrete steps and examples to create a value stream analysis in the production area as well as a value stream analysis in the administrative area This manual is not theoretical It s written from practitioners for practitioners It describes step by step the process for implementation of a value stream analysis and service stream analysis For this purpose the systematics from the production area was transferred graphically and comprehensibly to the administrative area Lean administration has recently become increasingly important for companies to optimize their administration area to create transparency and sustainability in their daily work processes Hereby service stream mapping is a very useful tool This manual gives the reader concrete implementation instructions and is suitable for both practitioners and students to understand the systematics of value stream mapping and service stream mapping in a short time

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