

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

Karen Martin, Mike Osterling

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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

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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

[Creating and Using a Shingo-Style Process Map](#) Peter Gaa,2015-09-15 [Launch](#) Bonnie Slykhuis,Collette Saylor,Gretchen Brink,Emily Betz,2017-01-04 This book is designed as a participant guide for those using process mapping to improve work processes In this book you will learn the definition of Lean understand the importance of value to the customer and identify the nine types of common work wastes that exist within any work environment It provides direction for mapping your current process and examples of Lean tools for help in making process improvements You will be given directions for mapping your Future State and how to create an Action Register to guide implementation of your improvements In addition it also provides tips on how to make your

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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