



The Basics of Process Mapping (2nd Revised edition)

By Robert Damelio

Taylor & Francis Inc. Paperback. Book Condition: new. BRAND NEW, The Basics of Process Mapping (2nd Revised edition), Robert Damelio, 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...



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