



Metrics-Based Process Mapping: Identifying and Eliminating Waste in Office and Service Processes (Paperback)

By Karen Martin, Mike Osterling

Taylor Francis Inc, United States, 2012. Paperback. Book Condition: New. 2nd Revised edition. 252 x 178 mm. Language: English . Brand New Book. 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...

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Reviews

An incredibly amazing ebook with perfect and lucid answers. It is written in basic terms and never difficult to understand. It's been written in an exceptionally basic way and it is only right after I finished reading this ebook in which it in fact modified me, affected the way I really believe.

-- Beverly Hoppe

Extremely helpful for all classes of individuals. Better than never, though I am quite late in starting to read this one. I realized this publication from my dad and he suggested this ebook to discover.

-- Adela Schroeder II