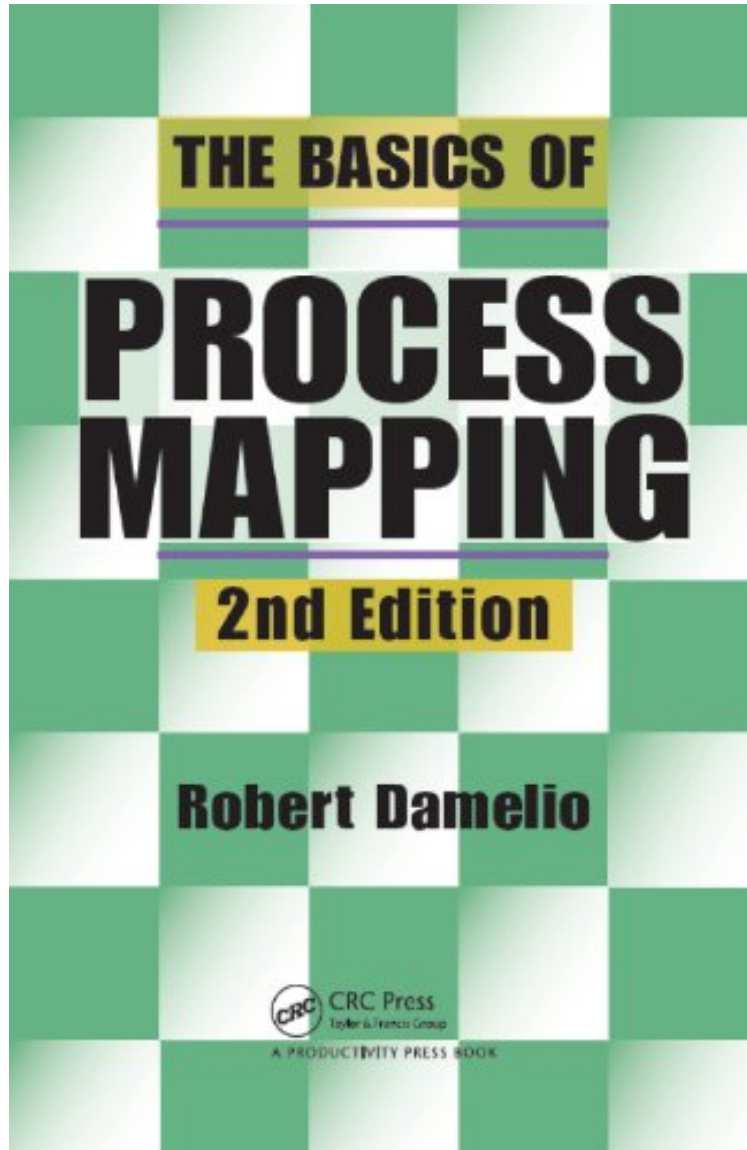


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an ebook. And to look at illustrations you have to lock rotation and turn iPad each time, because they're perpendicular to the text. I wish publishers of "The Basics of Process Mapping" put more effort into the Kindle edition. Or would control quality of Kindle books, like Apple controls quality of apps before letting them into App Store.

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The book is well structured and explains three important process maps according to the required level of detail: Relationship map, cross functional map and flow chart. In order to exemplify these diagrams, a simple but complete case is used, the Quicks Lube. However, it lacks of examples and exercises. Nothing is said about indicators to measure improvements, like for instance lead time. Therefore it is advisable as a consulting source, not as a guide to implement process improvement nor as a text book.

1 of 1 people found the following review helpful. Flow Processing taken to the next level
By Shoehorn
I am a graduate industrial engineer and have been creating process studies since the mid-1960s. This is a handy reference tool and a "how to get started" for those analysts who are new or inexperienced in the field. The reader, student, analyst will find it thorough and thought provoking as they go from chapter to chapter. For those who have some years of experience you may find tips and explanations that you have forgotten or overlooked as you work through this wonderful book. The cost of the book is money well spent.

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.