



# The Basics of Process Mapping, 2nd Edition

*Robert Damelio*

Download now

[Click here](#) if your download doesn't start automatically

# The Basics of Process Mapping, 2nd Edition

*Robert Damelio*

## **The Basics of Process Mapping, 2nd 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 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.*

 [Download The Basics of Process Mapping, 2nd Edition ...pdf](#)

 [Read Online The Basics of Process Mapping, 2nd Edition ...pdf](#)

## Download and Read Free Online The Basics of Process Mapping, 2nd Edition Robert Damelio

---

### From reader reviews:

#### Steve Adams:

Spent a free a chance to be fun activity to perform! A lot of people spent their spare time with their family, or their very own friends. Usually they undertaking activity like watching television, gonna beach, or picnic from the park. They actually doing same every week. Do you feel it? Would you like to something different to fill your own personal free time/ holiday? Can be reading a book might be option to fill your free time/ holiday. The first thing that you'll ask may be what kinds of e-book that you should read. If you want to try out look for book, may be the publication untitled The Basics of Process Mapping, 2nd Edition can be great book to read. May be it can be best activity to you.

#### Daniel Smith:

This The Basics of Process Mapping, 2nd Edition is great book for you because the content which is full of information for you who else always deal with world and have to make decision every minute. That book reveal it info accurately using great organize word or we can state no rambling sentences included. So if you are read the idea hurriedly you can have whole facts in it. Doesn't mean it only offers you straight forward sentences but hard core information with wonderful delivering sentences. Having The Basics of Process Mapping, 2nd Edition in your hand like finding the world in your arm, facts in it is not ridiculous 1. We can say that no e-book that offer you world inside ten or fifteen tiny right but this e-book already do that. So , this is good reading book. Hey there Mr. and Mrs. occupied do you still doubt in which?

#### Gary Lafountain:

Many people spending their time period by playing outside having friends, fun activity together with family or just watching TV the entire day. You can have new activity to shell out your whole day by reading a book. Ugh, do you consider reading a book really can hard because you have to accept the book everywhere? It ok you can have the e-book, taking everywhere you want in your Smartphone. Like The Basics of Process Mapping, 2nd Edition which is getting the e-book version. So , why not try out this book? Let's view.

#### Amy Zambrano:

Is it a person who having spare time then spend it whole day by simply watching television programs or just lying down on the bed? Do you need something new? This The Basics of Process Mapping, 2nd Edition can be the solution, oh how comes? A book you know. You are thus out of date, spending your extra time by reading in this brand new era is common not a nerd activity. So what these textbooks have than the others?

**Download and Read Online The Basics of Process Mapping, 2nd Edition Robert Damelio #WXP7N9UD8HT**

## **Read The Basics of Process Mapping, 2nd Edition by Robert Damelio for online ebook**

The Basics of Process Mapping, 2nd Edition by Robert Damelio Free PDF d0wnl0ad, audio books, books to read, good books to read, cheap books, good books, online books, books online, book reviews epub, read books online, books to read online, online library, greatbooks to read, PDF best books to read, top books to read The Basics of Process Mapping, 2nd Edition by Robert Damelio books to read online.

### **Online The Basics of Process Mapping, 2nd Edition by Robert Damelio ebook PDF download**

**The Basics of Process Mapping, 2nd Edition by Robert Damelio Doc**

**The Basics of Process Mapping, 2nd Edition by Robert Damelio Mobipocket**

**The Basics of Process Mapping, 2nd Edition by Robert Damelio EPub**