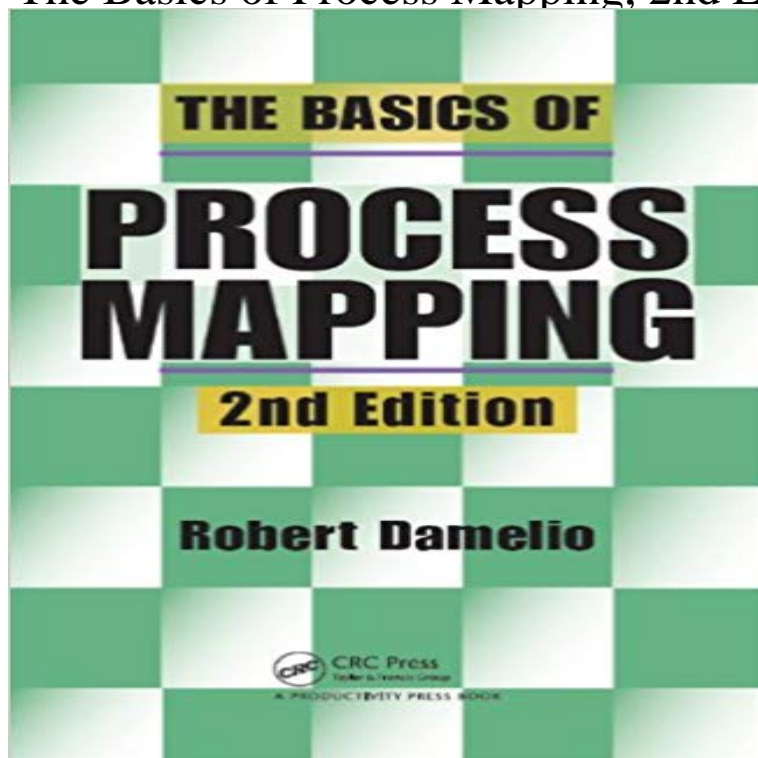


# The Basics of Process Mapping, 2nd Edition



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 uses 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.

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