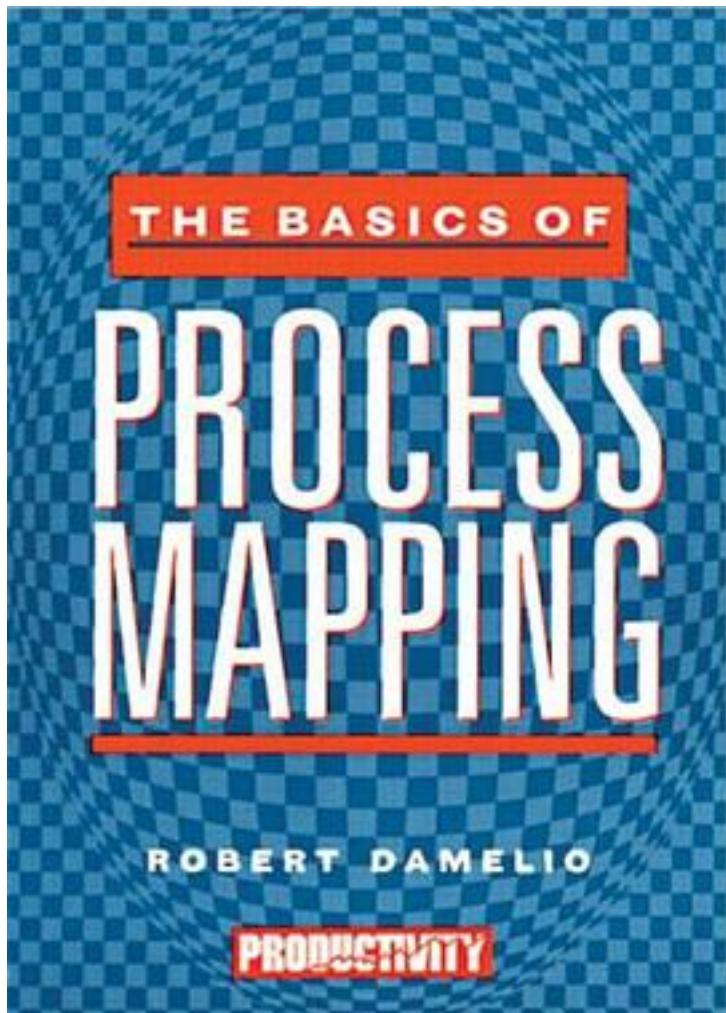


The Basics of Process Mapping



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Practical and easy to read, this book contains a case study of both levels of process

mapping and guidelines for when to use each type. It details the importance of process mapping in examining a work flow and customer-supplier relationships as the foundation for appropriate improvements. The author provides step-by-step instructions for creating and interpreting a relationship process map and a cross-functional process map, and reviews the commonly used flowchart. Highlighting the relationship of process mapping to flowcharting, he delineates the differences between a cross-functional process map, a relationship map, and a flowchart, providing detailed examples of why and how each is used in specific situations.

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