



Process Mapping, Process Improvement and Process Management

Dan Madison

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Process Mapping, Process Improvement and Process Management Dan Madison **Map Your Way to Process Excellence**

At last, a simple, well-written survey of process redesign that will help you transform your organization into a world-class competitor. Author Dan Madison explains the evolution of work management styles, from traditional to process-focused, and introduces the tools of process mapping, the roles and responsibilities of everyone in the organization, and a logical ten-step redesign methodology. Thirty-eight design principles allow readers to custom-fit the methodology to the particular challenges within their own organizations. Additional chapters by guest writers Jerry Talley, Ph.D., and Vic Walling, Ph.D., discuss cross-department process management and using computer simulation in redesign, respectively. Inside you'll find detailed, illustrated discussions about:

- * The importance of process
- * Process mapping
- * Key stakeholders' roles and responsibilities
- * The ten-step process redesign methodology
- * Process improvement and creating the process team
- * The four lenses of analysis
- * Customer report cards, benchmarking, and best practices
- * Process redesign case studies
- * Design principles for process redesign
- * Barriers to process redesign
- * Becoming a process-focused organization
- * Building cross-department process management
- * Using information technology in process management

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