

Metrics Based Process Mapping Identifying And Eliminating Waste In Office And Service Processes Author Karen Martin Nov 2012

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Metrics Based Process Mapping Identifying

Metrics-Based Process Mapping (MBPM) is a tactical-level, visual mapping approach that enables improvement teams to make effective, data-based decisions regarding waste elimination and measure ongoing process performance. The mapping technique, often used to drill down from a value stream map, integrates the functional orientation of traditional swim-lane process maps with time and quality metrics that are essential for designing improved processes.

Amazon.com: Metrics-Based Process Mapping: Identifying and ...

Metrics-Based Process Mapping: Identifying and Eliminating Waste in Office and Service Processes 2nd (second) Edition by Martin, Karen, Osterling, Mike published by Productivity Press (2012) Unknown Binding - January 1, 1994. by aa (Author) 3.3 out of 5 stars 14 ratings. See all formats and editions.

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Metrics-Based Process Mapping: Identifying and Eliminating Waste in Office and Service Processes. Metrics-Based Process Mapping (MBPM) is a tactical-level, visual mapping approach that enables improvement teams to make effective, data-based decisions regarding waste elimination and measure ongoing process performance.

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Metrics-Based Process Mapping: Identifying and Eliminating ...

A process-level map enables deeper analysis in a more narrowly defined portion of the value stream and defines executable, tactical improvements. We developed the Metrics-Based Process Mapping (MBPM) technique to fill a void that existed in the process analysis world.

Metrics-Based Process Mapping : Identifying and ...

Metrics-Based Process Mapping (MBPM) is a third generation lean process improvement techniques, optimizable for an extended organizational transformation effort. MBPM can be used to view the detailed, micro picture and make tactical improvements with frontline workers.

Metrics-Based Process Mapping - openpracticelibrary.com

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Metrics-Based Process Mapping: Identifying and Eliminating ...

Metrics-Based Process Mapping: What, When & How Step 1: Label the map Process Name Included/Excluded Conditions Current State MBPM Date Facilitator and/or Team Names Step 2: List functions involved in process. Process NameFunction A Included/Excluded Conditions Current State MBPM... Step 3: Document ...

Metrics-Based Process Mapping: What, When & How

Metrics-Based Process Mapping (MBPM): What is it? Structured method for process analysis and design, documenting standard work, and monitoring expected performance levels. Visual methodology that integrates key time and quality metrics into conventional cross- functional process maps. 4

Metrics-Based Process Mapping - Osterling Consulting

Metrics-Based Process Mapping (MBPM) is a tactical-level, visual mapping approach that enables improvement teams to make effective, data-based decisions regarding waste elimination and measure ongoing process performance.

Metrics-Based Process Mapping : Identifying and ...

Metrics-based process mapping : identifying and eliminating waste in office and service processes. [Karen Martin; Mike Osterling] -- What Is a Process?Definition of a ProcessProcess ComponentsTypes of ProcessesProcess ManagementWhat Is Metrics-Based Process Mapping (MBPM)?Strategic and Methodological ImprovementMapping ...

Metrics-based process mapping : identifying and ...

Metrics-Based Process Mapping (MBPM) © 2010 Karen Martin & Associates When is the MBPM Used? □For current state analysis and future state design during an office/service-based Kaizen Event. □As a stand alone improvement tool. □ To avoid sub-optimizing, tie all improvements to a strategic improvement plan such as a value stream map. 9

Metrics-Based Process Mapping: Part 1 of 3

Process Performance Metrics, also called KPI's (Key Performance Indicators) focuses on how the task is being performed by measuring performance and if individual goals are being achieved. This indicator should be measured by a ratio (generally represented by a number) which portrays the progress of the process as a whole or in part.

8 examples of Business Process Performance Metrics

Metrics-based process mapping : identifying and eliminating waste in office and service processes, second edition

Metrics-based process mapping : identifying and ...

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Martin, K: Metrics-Based Process Mapping - Martin, Karen ...

Metrics-Based Process Mapping (MBPM) is a powerful tactical-level tool for identifying waste in office, service, and knowledge work environments, building consensus for change, standardizing work,...

Metrics-Based Process Mapping: What, When, and How

Metrics-Based Process Mapping (MBPM) is a powerful tactical-level tool for identifying waste in office, service, and knowledge work environments, building consensus for change, standardizing work, and quantifying improvement.

Metrics-Based Process Mapping: What, When & How on Vimeo

Process mapping will identify bottlenecks, repetition and delays. They help to define process boundaries, process ownership, process responsibilities and effectiveness measures or process metrics.

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