



Process Mapping, Process Improvement and Process Management

By Dan Madison

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t 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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Editorial Review

About the Author

Dan Madison is a principal at Value Creation Partners, an organizational consulting and training firm. He helps clients increase value through operational improvement, organizational redesign, leadership development, and strategic planning. He's been a consultant and university instructor for more than seventeen years and regularly teaches courses on analyzing and improving relations, leadership development, and process mapping and process management. He has an MBA in finance and is a chartered financial analyst.

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