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Mapping Identifying And Eliminating Waste  
In Office And Service Processes 2nd  
Second Edition By Martin Karen Osterling  
Mike Published By Productivity Press 2012

# **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**

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## Service Processes Metrics-Based Process Mapping (Part 2 of 3)

Value Stream Mapping: How to Visualize Work \u0026amp; Align Leadership for Organizational Transformation Value Stream and Process Mapping: When You Opt for Each Value Stream Map -

What is it? How do we use it? ~~How to Do Value Stream Mapping - Lesson 1~~

~~1.4 Value Stream Mapping Learn How Value Stream Mapping Applies to Any Industry or Process~~

straight to the point: what is a value stream map Process Mapping

**Process Metrics (Video 8) An Introduction to Lean Thinking**

Process Improvement: Six Sigma \u0026amp; Kaizen Methodologies

Process Mapping How to Develop Key Performance Indicators

Lecture 15 Agile Value Stream Mapping *The Revelation Of The*

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*Pyramids (Documentary) Metrics-Based Process Mapping - Excel Tool Product Demo (Part 3 of 3) \ "5 Pillars Of a Trading Plan And Uneasy Truths\ " EP: 5 With @MightyFine / The Rundown With Rob Book Ad Tips to Boost Your Author Business with Nicholas Erik The Self Publishing Show, episode 250 Value Stream Mapping in Office \u0026amp; Service Environments Value Stream Mapping in Software Development **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

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time and quality metrics that are essential for designing improved processes.

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

What Is a Process? Definition of a Process Process

Components Types of Processes Process Management What Is

Metrics-Based Process Mapping (MBPM)? Strategic and

Methodological Improvement Mapping Preparation Scoping the

Process Being Mapped Forming the Mapping Team Mapping

Logistics Communication and Data Gathering Mapping Essentials:

Understanding the Current State First Pass: Identify the Process ...

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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

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VSM pairs particularly well with Metrics-Based Process Mapping (MBPM) practice. Used together, VSM represents flow of value through a system at a macro level and MBPM represents lower-level implementation steps and processes. Look at Value Stream Mapping

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## Value Stream Mapping - Open Practice Library

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capture their current and future state maps. The tool also audits the maps for completeness, summarizes the metrics, and auto-calculates the improvements. Improvements to this version include:

Foundational content about processes—what they are and how they vary  
A description of the difference between value-stream and process-level maps  
New content about how to bridge the gap between your current state and your desired future state  
Tips for effective team formation and mapping facilitation  
An implementation plan for those using the mapping methodology as a standalone tool and not part of a Kaizen Event  
The Excel-based tool included on the accompanying CD provides readers with a user-friendly way to electronically archive manually created maps in team settings for easier storage and distribution across your entire organization. While current and future state MBPMs are initially

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created during team-based activities using butcher paper and post-its, the electronic maps serve as standard work documentation for the improved process, enabling training, communication, and process monitoring activities. This flexible, user-friendly tool includes:

- A custom toolbar that simplifies map creation and editing
- Automated calculation of key metrics
- An audit feature to prevent mapping errors
- The ability to simulate how improvements will impact staffing requirements

**System Requirements:** The tool is intended for use on PCs using Excel 2003 or later—it will NOT function with earlier versions of Excel, or on Macintosh computers. View a demo of the Excel tool at: [www.mbpmapping.com](http://www.mbpmapping.com)

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Metrics-Based Process Mapping (MBPM) is a methodology that was developed to support the adoption of lean practices in office, service, and technical environments. Designed and developed by lean practitioners, this technique integrates the functional orientation of conventional swim-lane process maps with the time and quality metrics used in value stream mapping. While MBPM can be used to help improve any cross-functional process, it is an especially effective means for understanding and acting on office, service, and technical process improvement opportunities identified during value stream mapping. View a presentation of this valuable tool in action - <http://vimeo.com/27016122> This CD provides improvement teams with an Excel-based solution to electronically archive and distribute current and future state MBPMs created with paper and Post-it® notes. This flexible user-friendly tool includes:

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A custom toolbar that enables mapping-related functionality, including the ability to insert, reorder, or remove steps and functions Automated calculation of key process performance metrics An audit tool that ensures a map contains the data required to auto-calculate the metrics needed to compare process performance from the current to the projected future state Easy to use with no installation necessary, the tool requires only basic Excel experience. It includes a detailed step-by-step instruction guide that walks users through the process of creating a metrics-based process map. System Requirements: The tool is intended for use on PC's using Excel 2003 or later; it will NOT function with earlier versions of Excel, or on Macintosh computers.

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The first of its kind—a Value Stream Mapping book written for those in service and office environments who need to streamline operations Value Stream Mapping is a practical, how-to guide that helps decision-makers improve value stream efficiency in virtually any setting, including construction, energy, financial service,

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government, healthcare, R&D, retail, and technology. It gives you the tools to address a wider range of important VSM issues than any other such book, including the psychology of change, leadership, creating teams, building consensus, and charter development. Karen Martin is principal consultant for Karen Martin & Associates, LLC, instructor for the University of California, San Diego's Lean Enterprise program, and industry advisor to the University of San Diego's Industrial and Systems Engineering program. Mike Osterling provides support and leadership to manufacturing and non-manufacturing organizations on their Lean Transformation Journey. In a continuous improvement leadership role for six years, Mike played a key role in Square D Company's lean transformation in the 1990s.



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Kaizen Events are an effective way to train organizations to break unproductive habits and adopt a continuous improvement philosophy while, at the same time, achieve breakthrough performance-level results. Through Kaizen Events, cross-functional teams learn how to make improvements in a methodological way. They learn how to quickly study a process,

Value-stream maps are the blueprints for lean transformations and Learning to See is an easy-to-read, step-by-step instruction manual that teaches this valuable tool to anyone, regardless of his or her background. This groundbreaking workbook, which has introduced the value-stream mapping tool to thousands of people around the world, breaks down the important concepts of value-stream mapping into an easily grasped format. The workbook, a Shingo

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Research Prize recipient in 1999, is filled with actual maps, as well as engaging diagrams and illustrations. The value-stream map is a paper-and-pencil representation of every process in the material and information flow, along with key data. It differs significantly from tools such as process mapping or layout diagrams because it includes information flow as well as material flow. Value-stream mapping is an overarching tool that gives managers and executives a picture of the entire production process, both value and non value-creating activities. Rather than taking a haphazard approach to lean implementation, value-stream mapping establishes a direction for the company. To encourage you to become actively involved in the learning process, Learning to See contains a case study based on a fictional company, Acme Stamping. You begin by mapping the current state of the value stream, looking for all the sources of

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waste. After identifying the waste, you draw a map of a leaner future state and a value-stream plan to guide implementation and review progress regularly. Written by two experts with practical experience, Mike Rother and John Shook, the workbook makes complicated concepts simple. It teaches you the reasons for introducing a mapping program and how it fits into a lean conversion. With this easy-to-use product, a company gets the tool it needs to understand and use value-stream mapping so it can eliminate waste in production processes. Start your lean transformation or accelerate your existing effort with value-stream mapping. [Source : 4e de couv.].

Winner of The Shingo Research and Professional Publication  
Award! After two decades in the trenches of helping companies

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design and build better, more efficient operations, Karen Martin has pinpointed why performance improvement programs usually fail: Chaos, the sneaky but powerful force that frustrates customers, keeps business leaders awake at night, and saps company morale. In *The Outstanding Organization*, Karen offers a toolbox for combating chaos by creating the organizational conditions that will allow your improvement efforts to return greater gains. Proven, practical, and surprisingly simple, Karen's system focuses on four key behaviors for organizational excellence--Clarity, Focus, Discipline, Engagement--that, once instilled into a company's DNA, open the door to sustainable growth and profit. This well-organized, inviting-to-read guide reveals everything you need to know about: How the lack of clarity and focus adds millions of dollars of unnecessary labor expense and slows progress on all fronts How

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you can gain a competitive edge by adopting the type of disciplined behaviors typically found in the military, science, law enforcement, sports, and the arts Why you should stop worrying about employee satisfaction--and start concerning yourself with employee engagement Why adopting various improvement approaches without building a foundation for success won't solve your problems--and will likely create more chaos Although you don't like the chaos that you're currently coping with, you've probably come to accept it. You don't have to if you follow the path Karen lays out. This no-nonsense book helps you get to the crux of the problem, so you can inject the sensible, disciplined calm that enables the levels of performance and innovation mandated by today's business environment--and help your organization become truly outstanding. Praise for The Outstanding Organization "Too

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often, outstanding performance seems out of reach. Karen Martin explains, with elegant simplicity, why so many organizations 'can't get there from here.' Better yet, she provides clear, actionable advice on building a foundation that will allow anyone to achieve excellence." -Matthew E. May, author, *The Laws of Subtraction*

"This fast-moving book gives managers a series of practical, proven strategies and tools to improve performance to get better results immediately." -Brian Tracy, author, *Full Engagement!* "It is within our grasp to create an outstanding organization, but it won't happen without focus and attention. Karen Martin explores organizations that have made this transformation, and she unlocks their secrets for you. Read this book, apply the principles exposed, and you will achieve similar success." -Richard Sheridan, CEO, Menlo

Innovations "Karen Martin shares her extensive experience assisting

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companies in their improvement efforts and identifies capabilities common among organizations that have achieved sustainable outstanding success. Especially noteworthy is Karen's discussion of the Plan-Do-Study-Adjust management cycle. Adapt it as you need, adopt it because you must." -John Shook, Chairman and CEO, Lean Enterprise Institute "Powerful and motivating! Whether you are performing aerial feats in a super-sonic fighter jet at low altitude or plotting improvement efforts from the corporate boardroom, this book will help you take your organizational performance to new heights!" -Scott Beare, former Lead Solo Pilot, Blue Angels

The development and management of technologies and operations are key to the success of all types of manufacturing business. This book presents the proceedings of the 17th International Conference

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on Manufacturing Research (ICMR 2019), held in Belfast, UK, on 10 – 12 September 2019. ICMR has been the UK's main manufacturing research conference for 34 years and an international conference since 2003. It brings together researchers, academics and industrialists to share their vision, knowledge and experience and discuss emerging trends and new challenges in manufacturing research. The conference theme of ICMR2019 was smart manufacturing, and the book includes the 82 papers presented at the conference (representing an acceptance rate of 69%). These have been divided into 13 parts, which cover topics ranging from robot automation and machining processes, additive manufacturing, composite manufacturing, design methods, to information management, quality control, production optimization and product lifecycle management. Providing an overview of current trends and



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developments, the book will be of interest to researchers and engineers in the relevant area of manufacturing processes, design and production management.

The Climate Change Science Program (CCSP) and its predecessor U.S. Global Change Research Program have sponsored climate research and observations for nearly 15 years, yet the overall progress of the program has not been measured systematically. Metrics—a system of measurement that includes the item being measured, the unit of measurement, and the value of the unit—offer a tool for measuring such progress; improving program performance; and demonstrating program successes to Congress, the Office of Management and Budget, and the public. This report lays out a framework for creating and implementing metrics for the

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CCSP. A general set of metrics provides a starting point for identifying the most important measures, and the principles provide guidance for refining the metrics and avoiding unintended consequences.

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