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Sommario/riassunto	Praise For Business Process Mapping: Improving Customer Satisfaction, Second Edition ""A must-read for anyone performing business process

mapping! This treasure shares step-by-step approaches and critical success factors, based on years of practical, customer-focused experience. A real winner!" - Timothy R. Holmes, CPA former General Auditor, American Red Cross "Paulette and Mike make extensive use of anecdotes and real-life examples to bring alive the topic of business process mapping. From the outset, this book will engage you and draw you into the world of business
