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Note generali	Description based upon print version of record.
Nota di bibliografia	Includes bibliographical references and index.
Nota di contenuto	Introduction -- Who is involved in process improvement? -- Defining a process improvement project -- Gathering the facts -- Process chart format -- Process chart building blocks -- Charting business processes -- Using process charts -- Process chart stories.
Sommario/riassunto	Praise for Detail Process Charting""A must-read for any competitive organization, Detail Process Charting: Speaking the Language of Process provides a comprehensive, yet clear, explanation of how to utilize one of the most powerful tools available to improve work processes. [Graham] has successfully integrated the history, success stories, and wisdom of those in the field who have applied this time-tested tool.""-Jim Denyes, Training Manager Naval Occupational Safety and Health, and Environmental Training Center Author, Work Smarter, Not Harder""This book will be a valuable