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Titolo	Mapping workflows and managing knowledge [[electronic resource]] : capturing formal and tacit knowledge to improve performance / / John L. Kmetz
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Nota di contenuto	List of figures -- List of tables -- How to use this book -- Introduction -- Objectives of this book -- 1. Knowing what we know -- 2. Systems, processes, organizations, and workflows -- 3. Workflow mapping fundamentals -- 4. WFMA data collection and analysis -- 5. WFMA and knowledge management -- 6. WFMA and dynamic modeling -- Appendix 1. A brief summary of the NAVAIR study -- Appendix 2. A partial list of process mapping software -- Notes -- References -- About the author -- Index.
Sommario/riassunto	This is a book that does what the title says, and is different from most business process mapping information in three key ways. First, it lets users capture all the knowledge that goes into a workflow in any kind of organization, including the most difficult kind of all, the tacit knowledge people bring to the job and carry in their heads. Second, it is simple, powerful, flexible, and easy to learn. Third, it does not require installing, learning, and applying a complicated program (sometimes requiring reorganization to support the software rather

than the software supporting the organization). It was developed by the author in a fifteen-year long program of studying, analyzing, and improving avionics maintenance processes for the U.S. Navy and the Royal Canadian Air Force, and then applied to organizations of all kinds ever since, for more than two decades. It has been taught and applied by the author and others in many short courses. It works.