

1. Record Nr.	UNINA9910830085503321
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Titolo	Business process mapping [[electronic resource] ] : improving customer satisfaction // J. Mike Jacka, Paulette J. Keller
Pubbl/distr/stampa	Hoboken, NJ, : Wiley, c2009
ISBN	0-470-49605-3 1-119-19839-9 1-282-12178-2 9786612121784 0-470-49603-7
Edizione	[2nd ed.]
Descrizione fisica	1 online resource (338 p.)
Altri autori (Persone)	KellerPaulette J
Disciplina	658.401 658.8/12 658.812
Soggetti	Consumer satisfaction Customer relations Reengineering (Management)
Lingua di pubblicazione	Inglese
Formato	Materiale a stampa
Livello bibliografico	Monografia
Note generali	Includes index.
Nota di contenuto	Business Process Mapping: Improving Customer Satisfaction, Second Edition; Contents; Preface; Introduction: Pinocchio and the World of Business; Chapter 1: What Is This Thing Called Process Mapping?; Chapter 2: Process Identification; Chapter 3: Information Gathering; Chapter 4: Interviewing and Map Generation; Chapter 5: Map Generation: An Example; Chapter 6: Analysis; Chapter 7: Map Analysis: An Example; Chapter 8: Pitfalls and Traps; Chapter 9: Customer Mapping; Chapter 10: RACI Matrices; Chapter 11: Enterprise Risk Management and Process Mapping; Chapter 12: Where Do We Go from Here? Index
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

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