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Altri autori (Persone)	KellerPaulette J
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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
