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KEY=MAPPING - MILLS BECKER

The Basics of Process Mapping, 2nd Edition CRC Press The bestselling first edition of this influential resource has been incorporated into the curriculum at forward thinking colleges and universities, a leading vocational technical institute, many in-house corporate continuous improvement approaches, and the United Nations' headquarters. Providing a complete and accessible introduction to process maps, **The Basics of Process Mapping, Second Edition** raises the bar on what constitutes the basics. Thoroughly revised and updated to keep pace with recent developments, it explains how relationship maps, cross-functional process maps (swimlane diagrams), and flowcharts can be used as a set to provide different views of work. New in the Second Edition: Four new chapters and 75 new graphics An introduction to the concepts of flow and waste and how both appear in knowledge work or business processes A set of measures for flow and waste A discussion of problematic features of knowledge work and business processes that act as barriers to flow Seven principles* and 29 guidelines for improving the flow of knowledge work A detailed (actual) case study that shows how one organization applied the principles and guidelines to reduce lead time from an average of 28 days to 4 days Unlike "tool books" or "pocket guides" that focus on discrete tools in isolation, this text use a single comprehensive service work example that integrates all three maps, and illustrates the insights they provide when applied as a set. It contains how to procedures for creating each type of map, and includes clear-cut guidance for determining when each type of map is most appropriate. The well-rounded understanding provided in these pages will allow readers to effectively apply all three types of maps to make work visible at the organization, process, and job/performer levels. *The Seven principles are integrated into Version 3 of the body of knowledge used for Lean certification by the ASQ/AME/SME/SHINGO Lean Alliance. This is the first publication of those principles and guidelines. **Basics of Process Mapping, 2nd Edition** : [Summary]. **Business Process Mapping Improving Customer Satisfaction** John Wiley & Sons 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 process mapping. Who would have thought that reading about business process mapping could make you smile? Well, Mike and Paulette can make it happen! Within each chapter, the authors provide detailed examples and exhibits used to document a process. Each chapter also includes a 'Recap' and 'Key Analysis Points' which enable the reader to distill the highlights of the chapter." —Barbara J. Muller, CPA, CFE, Senior Lecturer, School of Accountancy, W. P. Carey School of Business, Arizona State University "Keller and Jacka cut through the drudgery of process mapping with a path-breaking approach that enables the reader to better understand processes, how they work and how they work together toward successful achievement of business objectives. With great style and flair, this book will provide you with a different way of thinking and new tools to assist you in process analysis and improvement. This book is a must-read for auditors, risk managers, quality improvement management, and business process engineers." —Dean Bahrman, VP and Internal Audit Director (Retired), Global Financial Services Companies "Mike Jacka and Paulette Keller show their expertise with the application of business process mapping in increasing customer service and satisfaction in this updated and expanded edition of this popular book. With clear, practical examples and applications, this book shows the writing talents of both authors, and it will be used over and over by those from all lines of industries and professions. Kudos for a job well done!" —Joan Pastor, PhD, Founding Partner, Licensed Industrial-Organizational Psychologist, JPA International, Inc., Beverly Hills, California **Metrics-Based Process Mapping Identifying and Eliminating Waste in Office and Service Processes** CRC Press **Metrics-Based Process Mapping (MBPM)** is a tactical-level, visual mapping approach that enables improvement teams to make effective, data-based decisions regarding waste elimination and measure ongoing process performance. The mapping technique, often used to drill down from a value stream map, integrates the functional orientation of traditional swim-lane process maps with time and quality metrics that are essential for designing improved processes. Building on the success of its popular predecessor, **Metrics-Based Process Mapping: An Excel-Based Solution**, this book takes readers to the next level in understanding processes and process improvement. Included with the book is an interactive macro-driven Excel tool, which allows users to electronically capture their current and future state maps. The tool also audits the maps for completeness, summarizes the metrics, and auto-calculates the improvements. Improvements to this version include: Foundational content about processes—what they are and how they vary A description of the difference between value-stream and process-level maps New content about how to bridge the gap between your current state and your desired future state Tips for effective team formation and mapping facilitation An implementation plan for those using the mapping methodology as a standalone tool and not part of a Kaizen Event The Excel-based tool included on the accompanying CD provides readers with a user-friendly way to electronically archive manually created maps in team settings for easier storage and distribution across your entire organization. While current and future state MBPMs are initially created during team-based activities using butcher paper and post-its, the electronic maps serve as standard work documentation for the improved process, enabling training, communication, and process monitoring activities. This flexible, user-friendly tool includes: A custom toolbar that simplifies map creation and editing Automated calculation of key metrics An audit feature to prevent mapping errors The ability to simulate how improvements will impact staffing requirements **System Requirements:** The tool is intended for use on PCs using Excel 2003 or later—it will NOT function with earlier versions of Excel, or on Macintosh computers. View a demo of the Excel tool at: www.mbpmapping.com **Process Mapping, Process Improvement, and Process Management A Practical Guide for Enhancing Work and Information Flow** Paton Professional At last, a simple, well-written survey of process redesign that will help you transform your organization into a world-class competitor. Author Dan Madison explains the evolution of work management styles, from traditional to process-focused, and introduces the tools of process mapping, the roles and responsibilities of everyone in the organization, and a logical ten-step redesign methodology. Thirty-eight design principles allow readers to custom-fit the methodology to the particular challenges within their own organizations. Additional chapters by guest writers Jerry Talley, Ph.D., and Vic Walling, Ph.D., discuss cross-department process management and using computer simulation in redesign, respectively. (Publisher) **Mapping Work Processes** ASQ Quality Press **OVER 40,000 COPIES IN PRINT!** This best-seller shows how to create flowcharts, which are proven to help improve any work process. Detailed exercises teach anyone how to chart and document processes, understand them, and make improvements from them. This hands-on, step-by-step workbook includes instructions on how to document work processes—a requirement for ISO 9000 registration. **Fundamentals of Business Process Management** Springer This textbook covers the entire **Business Process Management (BPM)** lifecycle, from process identification to process monitoring, covering along the way process modelling, analysis, redesign and automation. Concepts, methods and tools from business management, computer science and industrial engineering are blended into one comprehensive and interdisciplinary approach. The presentation is illustrated using the **BPMN** industry standard defined by the **Object Management Group** and widely endorsed by practitioners and vendors worldwide. In addition to explaining the relevant conceptual background, the book provides dozens of examples, more than 230 exercises - many with solutions - and numerous suggestions for further reading. This second edition includes extended and completely revised chapters on process identification, process discovery, qualitative process analysis, process redesign, process automation and process monitoring. A new chapter on **BPM as an enterprise capability** has been added, which expands the scope of the book to encompass topics such as the strategic alignment and governance of **BPM** initiatives. The textbook is the result of many years of combined teaching experience of the authors, both at the undergraduate and graduate levels as well as in the context of professional training. Students and professionals from both business management and computer science will benefit from the step-by-step style of the textbook and its focus on fundamental concepts and proven methods. Lecturers will appreciate the class-tested format and the additional teaching material available on the accompanying website. **Mapping Work Processes** Asq Press **The Power of Business Process Improvement 10 Simple Steps to Increase Effectiveness, Efficiency, and Adaptability** **AMACOM** Baffled by repeated mistakes in your department? Want to focus your employees' limited time on more valuable work? The answer to these challenges and more is business process improvement (BPI). Every process in every organization can be made more effective, cost-efficient, and adaptable to changing business needs. The good news is you don't need to be a **BPM** expert to get great results. Written by an experienced process analyst, this how-to guide presents a simple, bottom-line approach to process improvement work. With its proven 10-step method you can: Identify and prioritize the processes that need fixing * Eliminate duplication and bureaucracy * Control costs * Establish internal controls to reduce human error * Test and rework the process before introducing it * Implement the changes Now in its second edition, **The Power of Business Process Improvement** is even more user-friendly with new software suggestions, quizzes, a comparison of industry improvement methods, and examples to help you apply the ideas. Whether you are new to **BPI** or a seasoned pro, you will have business running better in no time. **Flowcharts Plain and Simple** Oriol Incorporated **Flowcharts** teaches how to create and compare different flowcharts that outline the sequence of steps in a process. The information is presented in a straightforward, easy-to-understand manner through a series of exercises and case studies. Users of **Plain & Simple Series** learn how to select the right tool for the task at hand, collect the right data, interpret the data, and take appropriate action based on their findings. **Success Mapping Achieve What You Want...Right Now!** **Emerald** With innovative techniques derived from proven corporate performance tools, **Success Mapping** will help everyone, from students to CEOs, plan for lasting and meaningful success. Filled with inspiring anecdotes and focused on actual achievement, **Success Mapping** cuts through doubt and confusion with simple yet rigorous actions. **Success Mapping** describes how to identify the eight success blockers that are keeping you from achieving all you can. As you head toward a career or life goal, your **Success Map** engages you with motivational exercises and checkpoints to mark your progress. As you develop your **Success Map**, you will learn how to: * Focus energies on what matters most * Seize goal-relevant opportunities * Leverage your personal strengths * Transform stumbling blocks into stepping stones * Ask and get the support you need * Make wise decisions and take actions with no regret * Manage change to prevent self-sabotage * Measure, track, and celebrate your success **Success Mapping** ensures that you take the necessary steps to create your own life strategy and follow it through to success. No more excuses. Believe in yourself and get started. **Success Mapping** will guide you, step by step! **The Complete Lean Enterprise Value Stream Mapping for Administrative and Office Processes** CRC Press "Winner of the 2005 Shingo Prize for Excellence in Manufacturing Research" Most lean initiatives conducted by manufacturers are focused mostly on shop-floor activities — mapping the value stream of raw material to the shop-floor customer. Much of the untapped potential for productivity improvements lies, however, in non-production areas — where the value stream is administrative (i.e., "order to cash"). These "office" value streams directly support the daily production needs of an enterprise. **Beau Keyte** and **Drew Locher's** new book, **The Complete Lean Enterprise: Value Stream Mapping for Administrative and Office Processes**, offers a step-by-step approach to applying lean initiatives to the administrative and office environment. It's a must read for leaders looking to improve their production support activities within their order-to-cash value stream. **The Complete Lean Enterprise** is a valuable tool in applying value stream mapping (**VSM**) to non-production areas, identifying office wastes, establishing performance metrics, speeding up administrative workflow, and improving office efficiency. **Mapping Experiences** O'Reilly Media Customers who have inconsistent experiences with products and services

are understandably frustrated. But it's worse for organizations that can't pinpoint the causes of these problems because they're too focused on processes. This updated book shows your team how to use alignment diagrams to turn valuable customer observations into actionable insight. With this powerful technique, you can visually map existing customer experience and envision future solutions. Designers, product and brand managers, marketing specialists, and business owners will discover how experience diagramming helps you determine where business goals and customer perspectives intersect. Armed with this insight, you can provide the people you serve with real value. Mapping experiences isn't just about product and service design; it's about understanding the human condition. Emphasize recent changes in business using the latest mapping techniques. Create diagrams that account for multichannel experiences as well as ecosystem design. Understand how facilitation is increasingly becoming part of mapping efforts, shifting the focus from a deliverable to actionability. Explore ways to apply mapping of all kinds to noncommercial settings, such as helping victims of domestic violence. An Introduction to R for Spatial Analysis and Mapping SAGE "In an age of big data, data journalism and with a wealth of quantitative information around us, it is not enough for students to be taught only 100 year old statistical methods using 'out of the box' software. They need to have 21st-century analytical skills too. This is an excellent and student-friendly text from two of the world leaders in the teaching and development of spatial analysis. It shows clearly why the open source software R is not just an alternative to commercial GIS, it may actually be the better choice for mapping, analysis and for replicable research. Providing practical tips as well as fully working code, this is a practical 'how to' guide ideal for undergraduates as well as those using R for the first time. It will be required reading on my own courses." - Richard Harris, Professor of Quantitative Social Science, University of Bristol R is a powerful open source computing tool that supports geographical analysis and mapping for the many geography and 'non-geography' students and researchers interested in spatial analysis and mapping. This book provides an introduction to the use of R for spatial statistical analysis, geocomputation and the analysis of geographical information for researchers collecting and using data with location attached, largely through increased GPS functionality. Brunson and Comber take readers from 'zero to hero' in spatial analysis and mapping through functions they have developed and compiled into R packages. This enables practical R applications in GIS, spatial analyses, spatial statistics, mapping, and web-scraping. Each chapter includes: Example data and commands for exploring it. Scripts and coding to exemplify specific functionality. Advice for developing greater understanding - through functions such as locator(), View(), and alternative coding to achieve the same ends. Self-contained exercises for students to work through. Embedded code within the descriptive text. This is a definitive 'how to' that takes students - of any discipline - from coding to actual applications and uses of R. Operations Management For Dummies John Wiley & Sons Score your highest in Operations Management. Operations management is an important skill for current and aspiring business leaders to develop and master. It deals with the design and management of products, processes, services, and supply chains. Operations management is a growing field and a required course for most undergraduate business majors and MBA candidates. Now, Operations Management For Dummies serves as an extremely resourceful aid for this difficult subject. Tracks to a typical course in operations management or operations strategy, and covers topics such as evaluating and measuring existing systems' performance and efficiency, materials management and product development, using tools like Six Sigma and Lean production, designing new, improved processes, and defining, planning, and controlling costs of projects. Clearly organizes and explains complex topics. Serves as a supplement to your Operations Management textbooks. Helps you score your highest in your Operations Management course. Whether your aim is to earn an undergraduate degree in business or an MBA, Operations Management For Dummies is indispensable supplemental reading for your operations management course. The Basics of Process Improvement CRC Press Unlike other books that promote a specific process and performance improvement discipline, this book shows organizations how to achieve success by fixing basic operational issues and problems using a broad and wide-sweeping process-based toolkit. In addition, it helps individuals who have worked in stale- or siloed-thinking enterprises make the transition to a process or improvement-oriented culture and teaches those who are unfamiliar with process tools to look at their work with a new lens and adopt a continuous improvement and analytical-thinking mindset. The authors have successfully used the various methods, tools, and concepts found in this book to overcome practical, daily problems at various organizations. This book will surely help operators, managers, practitioners, and executives, who are charged with improving processes and workplace culture, produce better products and services. Lean for the Process Industries Dealing with Complexity, Second Edition CRC Press Compared to its widespread implementation across almost all areas of production, Lean improvement efforts lag within the process industries. While many innovators have successfully applied Lean principles to these industries during the past three decades, most of those pioneering efforts were never recorded to guide the improvement efforts of others. Drawing on more than 40 years of application experience at one of the world's largest chemical and materials manufacturers, coupled with 10 years in private practice, Peter King corrects this void by providing the first comprehensive resource written explicitly for change agents within the process industries. Focusing on areas where the improvement needs of the process industry differ from parts assembly manufacturing, Lean for the Process Industries: Dealing with Complexity, Second Edition: Covers each of the eight wastes commonly described in Lean literature, looking at how they manifest themselves in process operations. Explains how to adapt value stream mapping for process operations. Shows how to identify the root causes of bottlenecks, and how to manage them to optimize flow until they can be eliminated. Provides practical techniques to overcome the barriers which have prevented the application of Cellular Manufacturing to process operations. Discusses the role of business leadership in a Lean strategy, describing both enabling and counter-productive management behaviors. Since the publication of the first edition of this book, Peter King has been busy consulting with food, beverage, gasoline additive, and nutraceutical companies -- these new experiences have broadened his perspectives on certain Lean processes and have given him a richer set of examples to discuss in this new edition. While Value Stream Mapping is a very powerful tool to understand flow, bottlenecks, and waste in an operation, the traditional format as presented in many other books does not describe all of the data required to fully understand process flow and its detractors. This new edition highlights the necessary additions with examples of why they are useful. Product wheel scheduling achieves production leveling in a far more comprehensive and effective way than traditional heijunka methods. This edition has a more thorough description of the wheel concept and design steps, and more examples from actual applications. Soil Organic Carbon Mapping Cookbook 2nd edition Food & Agriculture Org. The Soil Organic Carbon Mapping cookbook provides a step-by-step guidance for developing 1 km grids for soil carbon stocks. It includes the preparation of local soil data, the compilation and pre-processing of ancillary spatial data sets, upscaling methodologies, and uncertainty assessments. Guidance is mainly specific to soil carbon data, but also contains many generic sections on soil grid development, as it is relevant for other soil properties. This second edition of the cookbook provides generic methodologies and technical steps to produce SOC maps and has been updated with knowledge and practical experiences gained during the implementation process of GSOCmap V1.0 throughout 2017. Guidance is mainly specific to SOC data, but as this cookbook contains generic sections on soil grid development it can be applicable to map various soil properties. Building Microservices Designing Fine-Grained Systems "O'Reilly Media, Inc." Annotation Over the past 10 years, distributed systems have become more fine-grained. From the large multi-million line long monolithic applications, we are now seeing the benefits of smaller self-contained services. Rather than heavy-weight, hard to change Service Oriented Architectures, we are now seeing systems consisting of collaborating microservices. Easier to change, deploy, and if required retire, organizations which are in the right position to take advantage of them are yielding significant benefits. This book takes an holistic view of the things you need to be cognizant of in order to pull this off. It covers just enough understanding of technology, architecture, operations and organization to show you how to move towards finer-grained systems. Six Sigma Software Development CRC Press Since Six Sigma has had marked success in improving quality in other settings, and since the quality of software remains poor, it seems a natural evolution to apply the concepts and tools of Six Sigma to system development and the IT department. Until now however, there were no books available that applied these concepts to the system development. Encyclopedia of Environmental Health Elsevier Encyclopedia of Environmental Health, Second Edition presents the newest release in this fundamental reference that updates and broadens the umbrella of environmental health— especially social and environmental health—for its readers. There is ongoing revolution in governance, policies and intervention strategies aimed at evolving changes in health disparities, disease burden, trans-boundary transport and health hazards. This new edition reflects these realities, mapping new directions in the field that include how to minimize threats and develop new scientific paradigms that address emerging local, national and global environmental concerns. Represents a one-stop resource for scientifically reliable information on environmental health. Fills a critical gap, with information on one of the most rapidly growing scientific fields of our time. Provides comparative approaches to environmental health practice and research in different countries and regions of the world. Covers issues behind specific questions and describes the best available scientific methods for environmental risk assessment. Mining of Massive Datasets Cambridge University Press Now in its second edition, this book focuses on practical algorithms for mining data from even the largest datasets. The Goal A Process of Ongoing Improvement Routledge Alex Rogo is a harried plant manager working ever more desperately to try and improve performance. His factory is rapidly heading for disaster. So is his marriage. He has ninety days to save his plant - or it will be closed by corporate HQ, with hundreds of job losses. It takes a chance meeting with a colleague from student days - Jonah - to help him break out of conventional ways of thinking to see what needs to be done. Described by Fortune as a 'guru to industry' and by Businessweek as a 'genius', Eliyahu M. Goldratt was an internationally recognized leader in the development of new business management concepts and systems. This 20th anniversary edition includes a series of detailed case study interviews by David Whitford, Editor at Large, Fortune Small Business, which explore how organizations around the world have been transformed by Eli Goldratt's ideas. The story of Alex's fight to save his plant contains a serious message for all managers in industry and explains the ideas which underlie the Theory of Constraints (TOC) developed by Eli Goldratt. Written in a fast-paced thriller style, The Goal is the gripping novel which is transforming management thinking throughout the Western world. It is a book to recommend to your friends in industry - even to your bosses - but not to your competitors! BPMN Method and Style With BPMN Implementer's Guide BPMN 2.0 is the industry standard diagramming language for business process models. The meaning of the business process diagram is the same, regardless of the tool used to create it. But creating models that are correct, complete, and clear demands more than a dictionary of BPMN shapes and symbols. It also requires a methodology for translating process logic consistently into the diagram. And it requires a measure of modeling style as well, conventions that ensure that the process logic is unambiguous from the diagram by itself. In short, "good BPMN" requires a disciplined approach called "method and style." In this book, Bruce Silver explains which BPMN elements process modelers need to understand, in two levels, including exactly where and how to use each element. Level 1 (the Descriptive modeling subclass of BPMN 2.0) is a palette of shapes and symbols largely carried over from traditional flowcharting. Level 2 (the Analytic subclass) expands the palette to be able to describe event-triggered behavior, critical to modeling exception handling. The book explains the real meaning of BPMN's most basic concepts - like activity, process, and end state - essential to using the language correctly, and provides a step-by-step methodology for going from a blank page to a complete end-to-end BPMN model, developed from the top down in a hierarchical structure. From the top-level diagram you can see on a single page exactly how the process starts, its possible end states, what the instance represents, and communications with the Customer, service providers, and other processes. From there you can drill down to see the details of any part of the process. The Basics of Benchmarking The first part of The Basics of Benchmarking provides a guide to the language of benchmarking and answers some commonly asked questions. The second part of the book walks through the three phases of the benchmarking process -- Analysis, Discovery, and Implementation -- and provides charts and checklists on what questions should be answered at each phase, and what outputs should be produced. The book closes with a complete process map and outlines the entire site visit process. An Introduction to Six Sigma and Process Improvement Cengage Learning Six Sigma has taken the corporate world by storm and represents the thrust of numerous efforts in manufacturing and service organizations to improve products, services, and processes. Although Six Sigma brings a new direction to quality and productivity improvement, its underlying tools and philosophy are grounded in the fundamental principles of total quality and continuous improvement that have been used for many decades. Nevertheless, Six Sigma has brought a renewed interest in quality and improvement that few can argue with, and has kept alive the principles of total quality developed in the latter part of the 20th Century. AN INTRODUCTION TO SIX SIGMA AND PROCESS IMPROVEMENT, 2e shows students the essence and basics of Six Sigma, as well as how Six Sigma has brought a renewed interest in the principles of total quality to cutting-edge businesses. Important Notice: Media content referenced within the product description or the product text may not be available in the ebook version. Storytelling in Organizations Routledge This book is the story of how four busy

executives, from different backgrounds and different perspectives, were surprised to find themselves converging on the idea of narrative as an extraordinarily valuable lens for understanding and managing organizations in the twenty-first century. The idea that narrative and storytelling could be so powerful a tool in the world of organizations was initially counter-intuitive. But in their own words, John Seely Brown, Steve Denning, Katalina Groh, and Larry Prusak describe how they came to see the power of narrative and storytelling in their own experience working on knowledge management, change management, and innovation strategies in organizations such as Xerox, the World Bank, and IBM. Storytelling in Organizations lays out for the first time why narrative and storytelling should be part of the mainstream of organizational and management thinking. This case has not been made before. The tone of the book is also unique. The engagingly personal and idiosyncratic tone comes from a set of presentations made at a Smithsonian symposium on storytelling in April 2001. Reading it is as stimulating as spending an evening with Larry Prusak or John Seely Brown. The prose is probing, playful, provocative, insightful and sometime profound. It combines the liveliness and freshness of spoken English with the legibility of a ready-friendly text. Interviews with all the authors done in 2004 add a new dimension to the material, allowing the authors to reflect on their ideas and clarify points or highlight ideas that may have changed or deepened over time. Industrial Tomography Systems and Applications Woodhead Publishing Industrial Tomography: Systems and Applications, Second Edition thoroughly explores the important techniques of industrial tomography, also discusses image reconstruction, systems, and applications. This book presents complex processes, including the way three-dimensional imaging is used to create multiple cross-sections, and how computer software helps monitor flows, filtering, mixing, drying processes, and chemical reactions inside vessels and pipelines. This book is suitable for materials scientists and engineers and applied physicists working in the photonics and optoelectronics industry or in the applications industries. Provides a comprehensive discussion on the different formats of tomography, including advances in visualization and data fusion Includes an excellent overview of image reconstruction using a wide range of applications Presents a comprehensive discussion of tomography systems and their applications in a wide variety of industrial processes The Performance Mapping and Measurement Handbook CRC Press To better understand and improve your systems, you must measure and map their essential characteristics. Yet, because your systems and their associated processes occur over varying spatial and temporal scales, you will need various types of maps and metrics—depending on the level of detail and understanding required. During nearly four decades of experience helping clients across various industries understand, measure, and improve the performance of their processes, Jerry L. Harbour discovered a handful of performance maps that will work in most settings. As such, he's gathered these critical few maps into The Performance Mapping and Measurement Handbook. In this handbook, Dr. Harbour explains performance mapping and measurement techniques at widely differing spatial and temporal scales. Using real-world examples and language that is easy to understand, he demonstrates the effective use of: Node-link maps Process activity maps Process step maps Basic task element maps Event pathway maps Response timeline maps Key performance driver maps Filled with graphical illustrations, the book can be read sequentially or used as a "How do I do that?" reference book. It includes easy-to-follow explanations along with numerous examples of both good and bad implementation. In addition, it includes case studies from a wide range of operational and industrial settings that clearly demonstrate how the mapping and measurement techniques described in the book can be applied to new technologies and processes. Accounting Information Systems Controls and Processes John Wiley & Sons Accounting Information Systems provides a comprehensive knowledgebase of the systems that generate, evaluate, summarize, and report accounting information. Balancing technical concepts and student comprehension, this textbook introduces only the most-necessary technology in a clear and accessible style. The text focuses on business processes and accounting and IT controls, and includes discussion of relevant aspects of ethics and corporate governance. Relatable real-world examples and abundant end-of-chapter resources reinforce Accounting Information Systems (AIS) concepts and their use in day-to-day operation. Now in its fourth edition, this popular textbook explains IT controls using the AICPA Trust Services Principles framework—a comprehensive yet easy-to-understand framework of IT controls—and allows for incorporating hands-on learning to complement theoretical concepts. A full set of pedagogical features enables students to easily comprehend the material, understand data flow diagrams and document flowcharts, discuss case studies and examples, and successfully answer end-of-chapter questions. The book's focus on ease of use, and its straightforward presentation of business processes and related controls, make it an ideal primary text for business or accounting students in AIS courses. Business Process Mapping Workbook Improving Customer Satisfaction John Wiley & Sons A holistic approach to harnessing a company's processes to achieve true customer satisfaction Every move that a corporation makes is a mixture of input, action, and output—in short, a process. To keep customers, employees, and shareholders happy, corporate management must juggle conflicting priorities. These competing priorities result in conflicting processes. To help achieve true customer satisfaction, management needs tools that allow for a holistic approach to analyzing these processes. This book provides that tool. It shows corporations how to analyze and enhance their critical processes in order to deliver the highest level of service to their internal and external customers. Providing a clear understanding of what process mapping can do for a company as well as practical applications for each step in process mapping, this useful guide outlines a proven method for assuring better processes and building a more customer-focused company. Linux System Programming Talking Directly to the Kernel and C Library "O'Reilly Media, Inc." UNIX, UNIX LINUX & UNIX TCL/TK. Write software that makes the most effective use of the Linux system, including the kernel and core system libraries. The majority of both Unix and Linux code is still written at the system level, and this book helps you focus on everything above the kernel, where applications such as Apache, bash, cp, vim, Emacs, gcc, gdb, glibc, ls, mv, and X exist. Written primarily for engineers looking to program at the low level, this updated edition of Linux System Programming gives you an understanding of core internals that makes for better code, no matter where it appears in the stack. -- Provided by publisher. Earth's Oldest Rocks Elsevier Earth's Oldest Rocks provides a comprehensive overview of all aspects of early Earth, from planetary accretion through to development of protocratons with depleted lithospheric keels by c. 3.2 Ga, in a series of papers written by over 50 of the world's leading experts. The book is divided into two chapters on early Earth history, ten chapters on the geology of specific cratons, and two chapters on early Earth analogues and the tectonic framework of early Earth. Individual contributions address topics that range from planetary accretion, a review of Earth meteorites, significance and composition of Hadean protocrust, composition of Archaean mantle and deep crust, all aspects of the geology of Paleoproterozoic cratons, composition of Archaean oceans and hydrothermal environments, evidence and geological settings of early life, early Earth analogues from Venus and New Zealand, and a tectonic framework for early Earth. * Contains comprehensive reviews of areas of ancient lithosphere on Earth, of planetary accretion processes, and of meteorites * Focuses on specific aspects of early Earth, including oldest putative life forms, evidence of the composition of the ancient atmosphere-hydrosphere, and the oldest evidence for subduction-accretion * Presents an overview of geological processes and model of the tectonic framework on early Earth The Second Media Age John Wiley & Sons This book examines the implications of new communication technologies in the light of the most recent work in social and cultural theory and argues that new developments in electronic media, such as the Internet and Virtual Reality, justify the designation of a "second media age". Creating and Using a Shingo-Style Process Map A Quicker Path for Finding Waste and Eliminating Process Problems Partial Differential Equations An Introduction John Wiley & Sons Partial Differential Equations presents a balanced and comprehensive introduction to the concepts and techniques required to solve problems containing unknown functions of multiple variables. While focusing on the three most classical partial differential equations (PDEs)—the wave, heat, and Laplace equations—this detailed text also presents a broad practical perspective that merges mathematical concepts with real-world application in diverse areas including molecular structure, photon and electron interactions, radiation of electromagnetic waves, vibrations of a solid, and many more. Rigorous pedagogical tools aid in student comprehension; advanced topics are introduced frequently, with minimal technical jargon, and a wealth of exercises reinforce vital skills and invite additional self-study. Topics are presented in a logical progression, with major concepts such as wave propagation, heat and diffusion, electrostatics, and quantum mechanics placed in contexts familiar to students of various fields in science and engineering. By understanding the properties and applications of PDEs, students will be equipped to better analyze and interpret central processes of the natural world. International Encyclopedia of Human Geography Elsevier International Encyclopedia of Human Geography, Second Edition embraces diversity by design and captures the ways in which humans share places and view differences based on gender, race, nationality, location and other factors—in other words, the things that make people and places different. Questions of, for example, politics, economics, race relations and migration are introduced and discussed through a geographical lens. This updated edition will assist readers in their research by providing factual information, historical perspectives, theoretical approaches, reviews of literature, and provocative topical discussions that will stimulate creative thinking. Presents the most up-to-date and comprehensive coverage on the topic of human geography Contains extensive scope and depth of coverage Emphasizes how geographers interact with, understand and contribute to problem-solving in the contemporary world Places an emphasis on how geography is relevant in a social and interdisciplinary context KnowThis Marketing Basics 2nd Edition Knowthis Media KnowThis: Marketing Basics 2nd edition offers detailed coverage of essential marketing concepts. This very affordable book is written by a marketing professor and covers the same ground as much more expensive books while offering its own unique insights. The book takes a highly applied approach including offering over 150 real-world examples. The new edition includes enhanced coverage of numerous new developments and how these affect marketing including social networks, mobile device applications ("apps"), neuro-research, group couponing, smartphone payments, quick response codes, to name a few. The new edition also features expanded coverage of globalization, Internet and mobile networks, consumer purchase behavior and much more. The book is ideal for marketing professionals, students, educators, and anyone else who needs to know about marketing. Supported by KnowThis.com, a leading marketing resource. Contents: 1: What is Marketing? 2: Marketing Research 3: Managing Customers 4: Understanding Customers 5: Targeting Markets 6: Product Decisions 7: Managing Products 8: Distribution Decisions 9: Retailing 10: Wholesaling & Product Movement 11: Promotion Decisions 12: Advertising 13: Managing the Advertising Campaign 14: Sales Promotion 15: Public Relations 16: Personal Selling 17: Pricing Decisions 18: Setting Price 19: Managing External Forces 20: Marketing Planning & Strategy Appendix: Marketing to the Connected Customer Encyclopedia of Geology Academic Press Encyclopedia of Geology, Second Edition presents in six volumes state-of-the-art reviews on the various aspects of geologic research, all of which have moved on considerably since the writing of the first edition. New areas of discussion include extinctions, origins of life, plate tectonics and its influence on faunal provinces, new types of mineral and hydrocarbon deposits, new methods of dating rocks, and geological processes. Users will find this to be a fundamental resource for teachers and students of geology, as well as researchers and non-geology professionals seeking up-to-date reviews of geologic research. Provides a comprehensive and accessible one-stop shop for information on the subject of geology, explaining methodologies and technical jargon used in the field Highlights connections between geology and other physical and biological sciences, tackling research problems that span multiple fields Fills a critical gap of information in a field that has seen significant progress in past years Presents an ideal reference for a wide range of scientists in earth and environmental areas of study Neurophysiology in Neurosurgery A Modern Approach Academic Press Over the last 18 years, there have been many advances in the field of intraoperative monitoring. This new edition of Neurophysiology in Neurosurgery: A Modern Approach provides updates on the original techniques, as well as other more recent methodologies that may either prove beneficial or are commonly used in neuromonitoring. The purpose of this book is to describe the integration of neuromonitoring with surgical procedures. Each methodology is discussed in detail as well as chapters describing how those methodologies are applied to multiple surgical procedures and the evidence used to support those uses. The second edition features a surgical procedure section, which focuses on specific surgical procedures and the type of monitoring used during these procedures. The original chapters have been updated, expanded, and the structure modified to ensure the book is beneficial to both physiologists and surgeons. This book is written for neurosurgeons, neurophysiologists, neurologists, anesthesiologists, interventional neuroradiologists, orthopedic surgeons, and plastic surgeons. Provides a valuable educational tool that describes the theoretical and practical aspects of intraoperative monitoring through example Presents in-depth descriptions of the most advanced techniques in intraoperative neurophysiological monitoring and mapping Features a surgical procedures section that focuses on specific surgical procedures and the type of monitoring used during these procedures