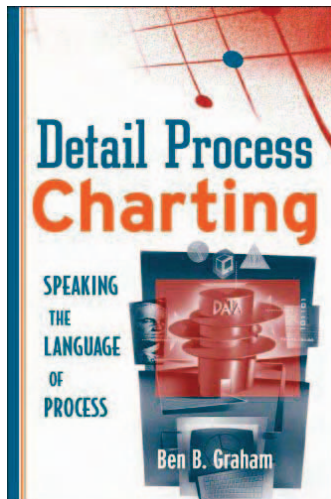


Detail Process Charting: *Speaking the Language of Process*

A practical handbook on charting and improving business processes...



Detail Process Charting is a practical tool for helping professionals gain stronger control of their work environments. Applicable to all organizations, this book revisits the work simplification approach to process improvement that prevailed for much of the twentieth century, with a special focus on the detail process chart. Looking forward to the demands of the twenty-first century, the method described in this book helps readers see the detail process chart with trained eyes that perceive fresh ways of applying this valuable approach to work improvement.

Key Features: *Detail Process Charting* provides essential instruction to guide the reader in building a library of detail process charts for managing and improving business processes, including...

- Roles and functions in an improvement program.
- Effective data collection.
- Thorough discussion of each symbol and convention.
- Illustrative, real-world charting situations.
- Process improvement stories.

Testimonials

"Much has been written about charting and business systems analysis, but I have not seen anything as comprehensive and clear as Ben Graham's book. Writing in simple, easy-to-follow language with plentiful illustrations and practical examples, this book takes the reader through the full spectrum of the charting process from initial analysis to managing charting libraries. This book is a must-have for all process improvement analysts and managers wanting to improve their organizational efficiency."

Robert Barnett, Managing Director, Robert Barnett and Associates Pty. Ltd., Canberra, Australia

"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", Virginia Beach, VA

"This book will be a valuable resource for all those interested in work simplification and its implementation. Excellent answers to the 'who,' 'what,' 'when,' 'how,' and 'why' of work simplification are provided in an understandable and very useful level of detail. Graham has obviously 'been there, done that.'"

John A. Roberts III, Adjunct Professor, School of Business Administration, University of Dayton, Dayton, OH

"The keys to this approach . . . are the involvement of the workers and the simplicity of the charting approach. Even those participants who have never seen a process chart can almost instantly see how the process works, their role in it, and how it can be improved. This level of involvement means continuous buy-in, which significantly improves the chances of success. The emphasis on the document as the key process element and the ability to diagram the document to flow easily, rapidly, and clearly sets this approach apart from all the others."

Fredric D. Heilbronner, Director of Systems Consulting, eForms, Digital Consulting & Software Services, Inc., Palm City, FL

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