



Mapping Work Processes, Second Edition

By Bjørn Andersen, Tom Fagerhaug, Bjørnar Henriksen, and Lars E. Onsøyen

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This peerless best-seller is a hands-on, step-by-step workbook of instructions on how to create flowcharts and document work processes. No other book even comes close in teaching practitioners these crucial techniques. The most noticeable change in this second edition is the inclusion of several new types of process maps. While the basic, straightforward flowchart is still extensively used, it has been supplemented by a number of other types, all of which serve different purposes. The authors have therefore expanded the variety of charts taught. All the mapping techniques have also been updated, the mapping exercise itself is put into a larger context, and organizational examples from many different industries are used throughout to help readers understand real-life applications of the material presented. Also new is an example case study carried throughout the entire book to illustrate the construction and use of the different types of process maps.

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