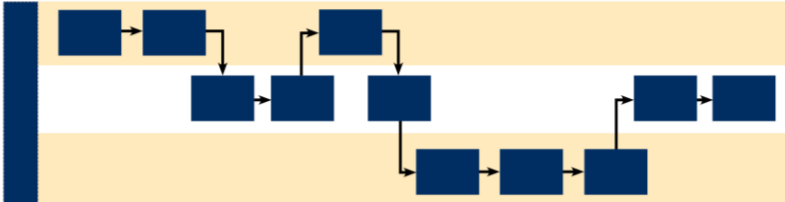


Key Process Improvement Concepts

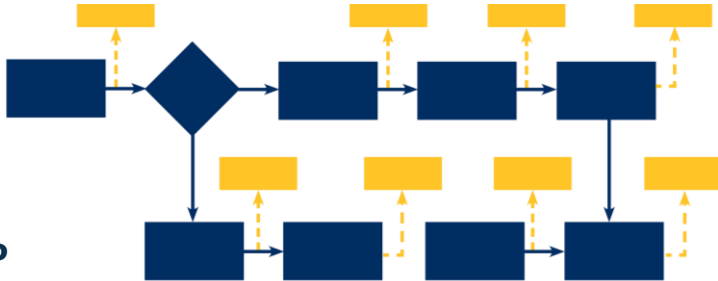
SIPOC



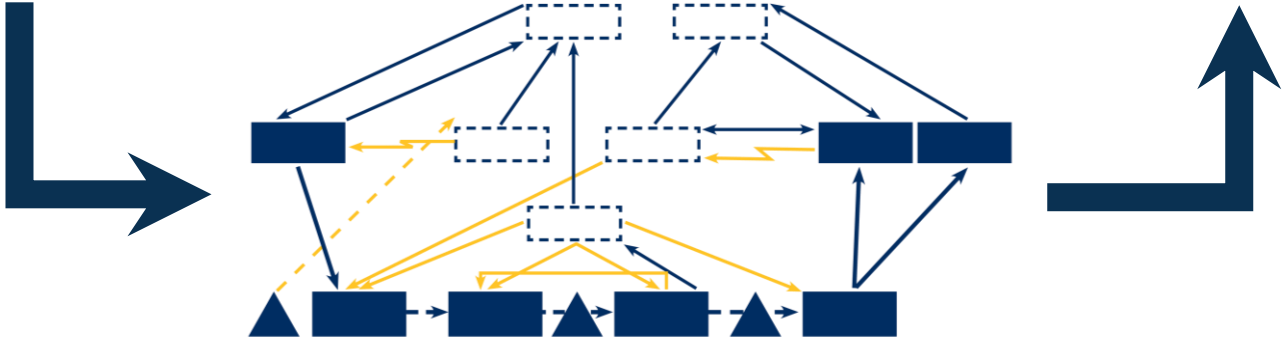
SWIMLANE DIAGRAM



PROCESS MAP



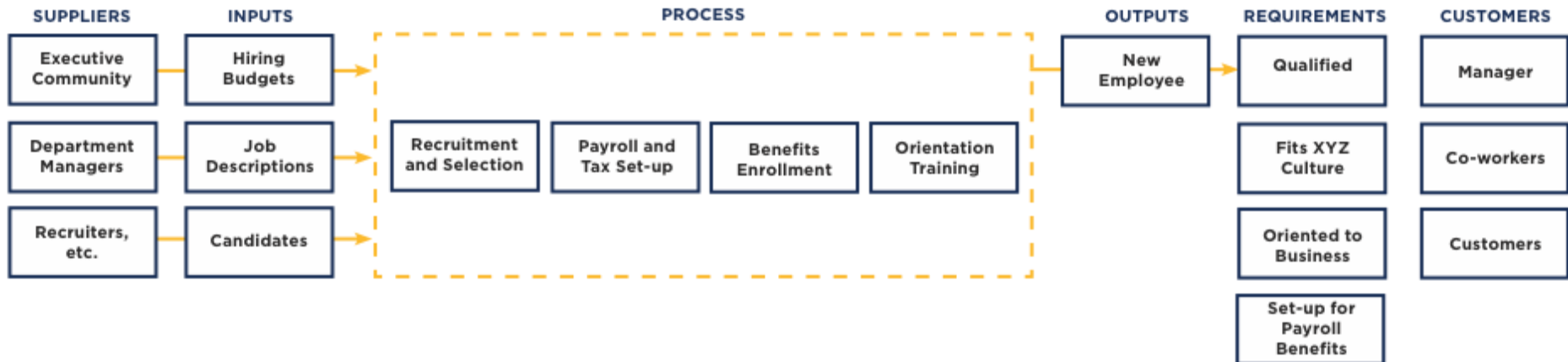
VALUE STREAM MAP



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SIPOC

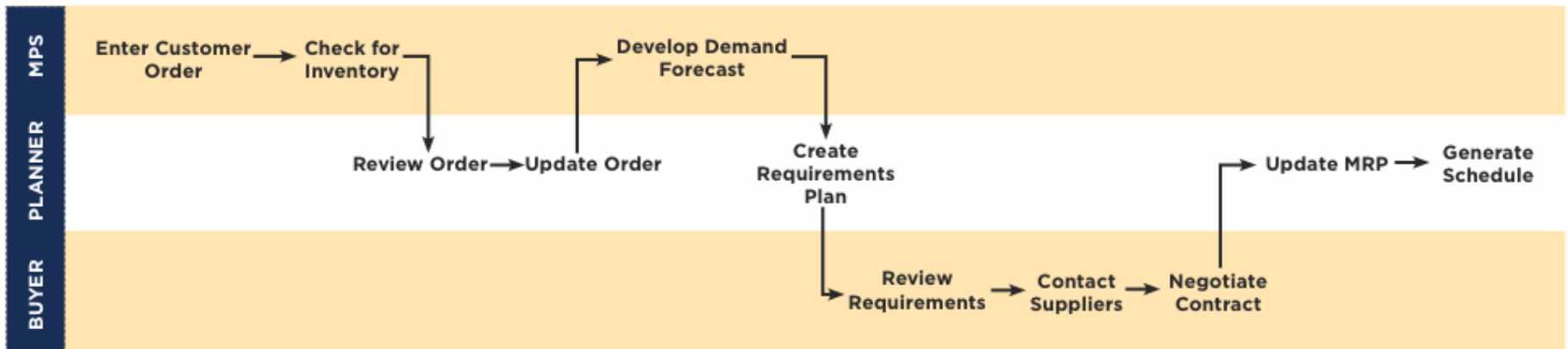
provides high level scoping of process



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SWIMLANE (order entry)

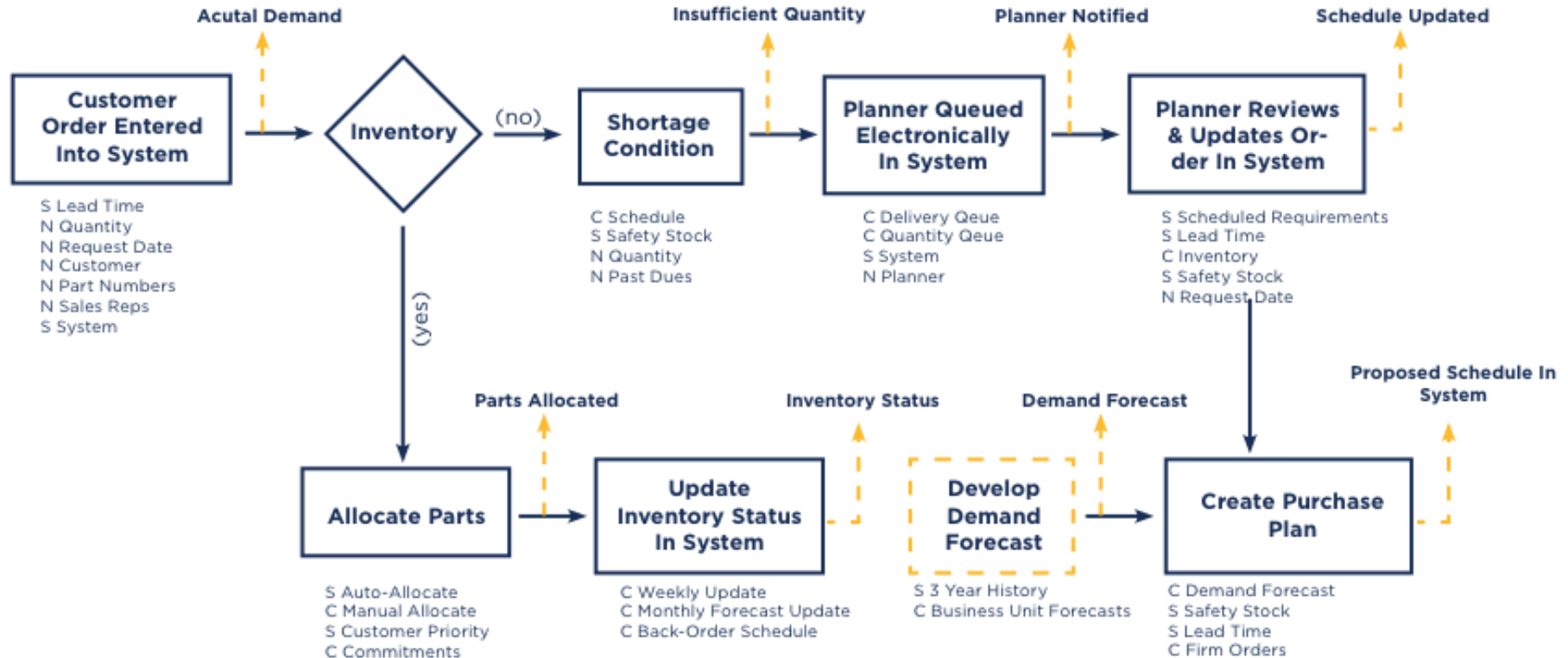
documenting process steps illustrates wastes of hand-offs



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PROCESS MAP

Illustrates key inputs needed for detailed problem solving



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