

**Metrics-Based Process Mapping: Identifying And Eliminating
Waste In Office And Service Processes By Karen
Martin;Mike Osterling**



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Mike Osterling (Author of Value Stream Mapping)

Mike Osterling is the author of Value Stream Mapping 3 reviews, published 2013), Metrics-Based Process Mapping (4.67 avg rat register; tour;

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Performance metric - Wikipedia, the free encyclopedia

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