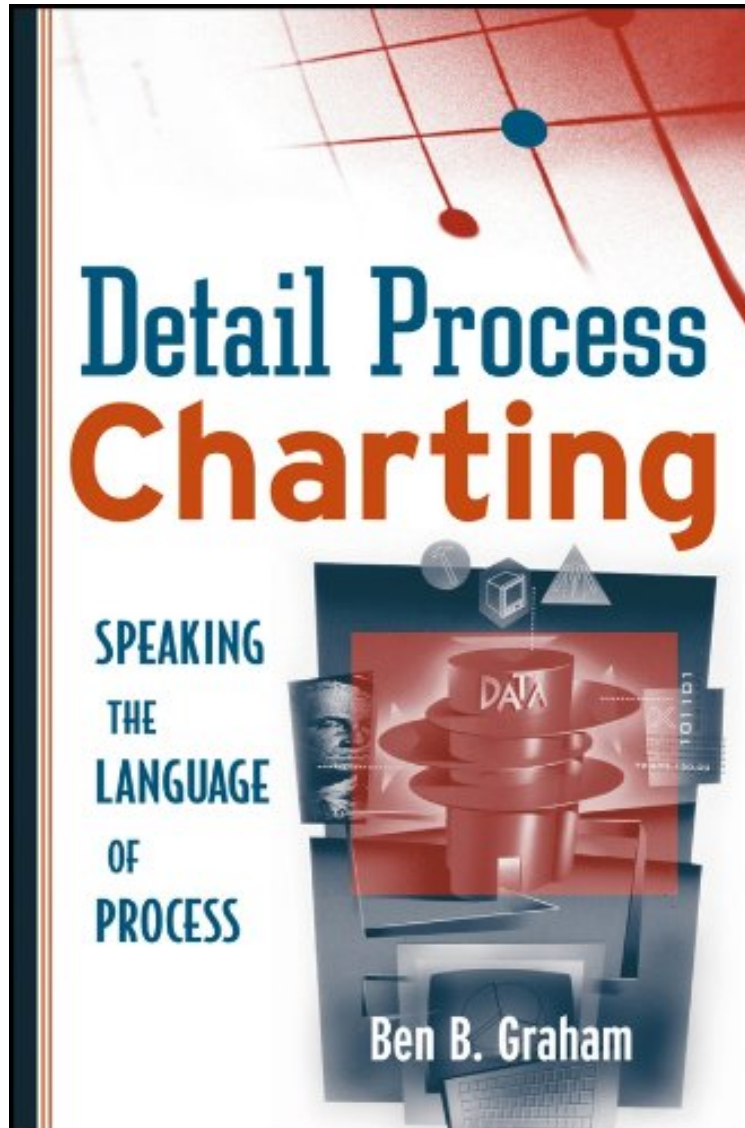


Detail Process Charting: Speaking the Language of Process

Ben B. Graham

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Ben B. Graham : Detail Process Charting: Speaking the Language of Process before purchasing it in order to gauge whether or not it would be worth my time, and all praised Detail Process Charting: Speaking the Language of Process:

7 of 7 people found the following review helpful. Successful Flowcharting By Mark McGregor The Graham family have been involved in work-flow and work-simplification for 3 generations. This book brings together the work of Ben, his father and his grandfather, in an easy to follow text that explains both their approach to flowcharting and why it has been so successful. Other readers, like me, may be a little unsure about the notation suggested or indeed the level

of detail prescribed by Ben. However, putting such reservations to one side, the book is of great value to anyone involved in flowcharting, process modelling and especially work-flow automation. I particularly liked the sections covering the setting up of a process team, which nicely addressed the roles and responsibilities, and the one looking at the structure and phases of a project. The final chapter in the book is given over to detailing the experiences of practitioners in applying the technique and of the value created within their organisations as a result. This chapter alone more than justifies both the cost of the book and the time it takes to read it. We can all learn and understand more from hearing from what people have actually done. In summary, I am not sure how viable the Graham notation is for those who have not already invested in it, but none the less the book presents an excellent case for process modelling or flowcharting and can help anyone who might be looking to justify a business case, whatever notation they finally settle on. Finally the book is a must read for anyone looking to undertake a work-flow automation project, on these projects the ideas in this small book will pay for themselves many times over.

5 of 5 people found the following review helpful. Process Improvement - simplified By Michael Alberta Work Simplification made simpler, process improvement achieved - what more could you want? And Ben's book provides the details for getting started and soon accomplishing your goals. An easy read - with everything to gain at a low cost, basically no cost - just your time (which isn't asking much, it's a fast read). The logic is simple, illustrations outstanding, and excellent coverage of an important yet downplayed topic. Now that BPM is among us - do yourself a favor and get immersed in the Graham Methodology and toolset - better than shelling out 6 figures for another product that is going to double in cost by the time you're serious about implementation.

0 of 0 people found the following review helpful. Thank you for the book! By Oleg Smertin Very useful while easy to read.