

# SUPPLY AND OPERATIONS MANAGEMENT COLLECTION

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# Mapping Workflows and Managing Knowledge

Using Formal and Tacit Knowledge to Improve Organizational Performance Volume I

John L. Kmetz





# <u>Mapping Workflows Managing Knowledge</u> <u>Organizational Ebook</u>

John L. Kmetz

#### **Mapping Workflows Managing Knowledge Organizational Ebook:**

Mapping Workflows and Managing Knowledge John L. Kmetz, 2015-11-30 This is a book that does what the title says and is different from most business process mapping information in three key ways First it lets users capture all the knowledge that goes into a workflow in any kind of organization including the most difficult kind of all the tacit knowledge people bring to the job and carry in their heads Second it is simple powerful flexible and easy to learn Third it does not require installing learning and applying a complicated program sometimes requiring reorganization to support the software rather than the software supporting the organization It was developed by the author in a 15 year long program of studying analyzing and improving avionics maintenance processes for the U S Navy and the Royal Canadian Air Force and then applied to organizations of all kinds ever since for more than two decades It has been taught and applied by the author and others in many short courses It works Mapping Workflows and Managing Knowledge John L. Kmetz, 2016-04-15 This book is Volume II of simple but powerful tools for performance improvement It is written for managers analysts and consultants who realize the value that system dynamic modeling can bring to companies and organizations and would like to have that capability without a degree in math or computer science It features the iThink modeling program which requires no extensive knowledge of math instead iThink uses a small set of symbols and rules to allow any keen observer of a system to create models graphically the user literally draws a graphic of the system within the program and works from that In Chapter 1 the author describes his own experiences with modeling the growth and development of modeling software and makes the case for its value Chapter 2 is an overview of iThink symbols and rules sufficient to enable the reader to interpret and understand iThink models while the program has many advanced features a great many models are based on the fundamentals in this chapter Chapter 3 provides guidelines for converting workflow mapping models into iThink dynamic models and discusses approaches to building models from scratch This approach to modeling is consistent with the author s approach to workflow mapping and analysis which uses a small symbol set and related discipline to map workflows in any company or organization without the need for expensive software or extended training That process is described in this volume of the series and these maps are often the foundation for modeling the system as a dynamic entity Fundamentals Nada Sanders, 2016-11-14 This book is for everyone who wants to make better forecasts It is not about mathematics and statistics It is about following a well established forecasting process to create and implement good forecasts This is true whether you are forecasting global markets sales of SKUs competitive strategy or market disruptions Today most forecasts are generated using software However no amount of technology and statistics can compensate for a poor forecasting process Forecasting is not just about generating a number Forecasters need to understand the problems they are trying to solve They also need to follow a process that is justifiable to other parties and be implemented in practice This is what the book is about Accurate forecasts are essential for predicting demand identifying new market opportunities

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Knowledge Mapping Wesley Vestal, 2005-01-01 Process Mapping, Process Improvement, and Process Management
Dan Madison, 2005 At last a simple well written survey of process redesign that will help you transform your organization into a world class competitor Author Dan Madison explains the evolution of work management styles from traditional to process focused and introduces the tools of process mapping the roles and responsibilities of everyone in the organization and a logical ten step redesign methodology Thirty eight design principles allow readers to custom fit the methodology to the particular challenges within their own organizations Additional chapters by guest writers Jerry Talley Ph D and Vic Walling Ph D discuss cross department process management and using computer simulation in redesign respectively Publisher

*UML for Developing Knowledge Management Systems* Anthony J. Rhem,2005-11-21 UML for Developing Knowledge Management Systems provides knowledge engineers the framework in which to identify types of knowledge and where this knowledge exists in an organization It also shows ways in which to use a standard recognized notation to capture or model knowledge to be used in a knowledge management system KMS This volume

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