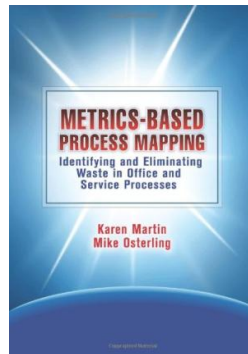


## Metrics-Based Process Mapping: Identifying and Eliminating Waste in Office and Service Processes



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