RWohbaott iics PPrroocceessss AMutionmiantgi?ONP R(OCRESPS AMI)NiANugt iosm atai otne chsonifqtwuea rteo taon aelnyd zere, peitmiptriovvee ,t aasnkds tarnadc km apkreo cdeisgsietsa.l

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sIFOnr mtahtei oonl da draeyasl iotfy .mGAneatg itnhge bwuhsiitnee spsa pperrocesses, people used meetings, interviews, and simply observing things to understand how processes worked. However, this approach often painted an incomplete, and one-sided view of processes. It also meant people spent more time understanding processes rather than making them better.

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