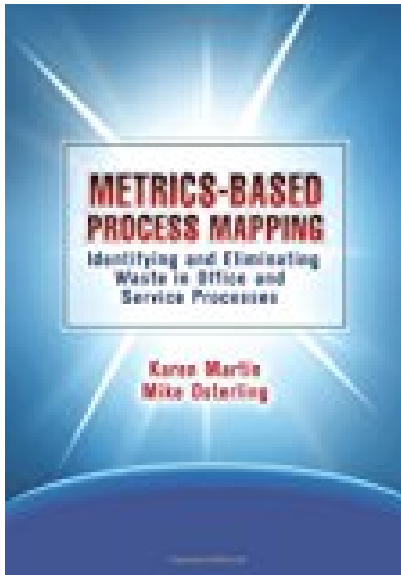


# Metrics-Based Process Mapping Identifying and Eliminating Waste in Office and Service Processes

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## BOOK SYNOPSIS

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