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By J. Mike Jacka

Business process reengineering rethink how they do their work in order to dramatically improve customer in process mapping and

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J. Mike Jacka is the author of Business Process Mapping (3.62 avg rating, 13 ratings, 2 reviews, published 2001), J. Mike Jacka s Followers. None yet.

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Aug 02, 2015 Mike Jacka, CIA Co-founder and Chief He is co-author of Business Process Mapping:
Improving Customer Satisfaction (now in its second edition), Auditing

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