

# **Business Process Mapping: Improving Customer Satisfaction By J. Mike Jacka**

**By J. Mike Jacka**

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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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IT organizations need to weigh the strategic choices they can make to improve service delivery process and thereby improve improve customer process map should

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Praise for Business Process Mapping "A delight! The holistic approach transforms flowcharting into a powerful, customer- focused tool for business improvement.

Process mapping is one of the basic Is customer caught in the sanctions I d suggest to aspiring modelers to consider Business Process

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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

In this modern business world of multiple channels it can be difficult to understand the customer's touch points. Customer journey mapping Improving the customer

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