

Curriculum Vitae

BEN B. GRAHAM

President

The Ben Graham Corporation
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Professional Background

The Ben Graham Corporation - Tipp City, OH

2003-2016 President and CEO

2001-2002 President

1990-2016 Consultant and Coach

Provides process improvement consulting, coaching and education services to organizations across the US and Canada -- including data collection, mapping processes, facilitating analysis teams, preparing and presenting improvement recommendations and coordinating implementation.

Over the past six years...

- **Partners Behavioral Healthcare:** trained about 20 employees, documented over 20 critical processes, facilitated several improvement teams while establishing the foundation of a continuous improvement program.
- **Fish & Richardson (law firm):** streamlined the electronic billing process – reduced the number of steps from 139 to 72; documented the intake process to support in-house system development.
- **Provincial Court of British Columbia:** documented and improved the flow and cycle time of an accused through court proceedings and streamlined the Assignment Court process.
- **St. Michelle Wineries:** documented the Sample process from request (retail, media, marketing) to fulfillment.
- **Alberta Distance Learning Centre:** Documented the critical processes associated with their Student Information System (4 legacy systems) and worked with them through preliminary analysis in preparation of sourcing a single replacement system.
- **Western Highlands (Mental Health):** streamlined the Authorization process reduced the number of process steps from 153 to 71.
- **Comcast Cable:** trained a group of employees and documented the call center processes in several locations as well as the outage management processes.
- **PeaceHealth:** trained a group of employees and documented dozens of processes in support of their continuous improvement program. The Director of Process Improvement at PeaceHealth is a former Ben Graham Corporation employee.

2010 and earlier...

- Supported the redesign of the Building Permits process for the **City of Cincinnati**.
- Participated in education of over 800 employees of **Caterpillar** and **Caterpillar Dealers** to support worldwide deployment of the Graham Process Improvement methodology.
- Trained over 100 employees of the **State of North Dakota** to support statewide deployment of the Graham process improvement methodology.
- Provided training, coaching and consulting to the **City of Dayton, OH** that included mapping and improvement of the main mission processes of the Finance Department (Tax, Water Revenue, Purchasing, Payroll, Cashiers and Financial Analysis).
- Supported the redesign of the Building Permits process for the **City of Dayton** that spanned seven departments/agencies (Charted over 350 steps in one day). The improvement recommendations included the establishment of a one-stop-shop. The agencies moved into new facilities in October 1999. Customers (builders/architects) reported noticeable improvements.
- Charted the processes involved in securing patents on intellectual property for **Eastman Chemical Company**. Immediate benefits were realized in and as a result of the communication between the US and International filing groups. The maps were used by an Oracle System integrator to assist in the development of a single system to replace the existing processes that included manual processing and several automated or semi-automated functions.
- Charted and tested the processes involved in the development and installation of an auto insurance division for **MBNA** credit card company.
- Charted and tested the processes associated with an ERP Software Implementation Solution at **MBNA**. This testing uncovered 21 problems with the proposed installation that were subsequently corrected before the system was implemented.
- Helped establish and guide an internal process improvement group within **MBNA** that over a period of 4 years built a process chart library of more than 300 processes. The maps were used for training, to develop written procedures, and as a baseline for improvement projects and a self-audit program.
- Process Consulting work with **Bravo HealthCare, North Carolina Behavioral HealthCare Process Standardization Group, SandRidge Energy, Idaho Elks, Robinson Memorial Hospital, Piedmont Behavioral Healthcare, Neighborhood Housing Services of America, CA Dept of Student Aid, and Chesapeake Energy Corporation** and others.

1990-2016 Speaker and Educator

Provides process improvement education in the form of hands-on workshops. The workshops have attendees work through several charting exercises to gain a good understanding of the maps and how to work with them. They also work through different phases of a process improvement project in the form of a case exercise that has them chart, analyze and improve a process.

- 1994-2016 Workshop Director - Conducted 1, 2 and 3-day Process Improvement Education Workshops to organizations across the US. (In 1994, established the Ben Graham Group in Winnipeg, Manitoba to promote education workshops across Canada.)
- 1990-2003 Workshop Trainer/Presenter - Co-conducted 3-5 day Public Process Improvement Education Workshops in US, Canada and Latin America

1990-2016 Software Director

Directs the Work Simplification Software Division (development, fulfillment and support) that publishes Graham Process Mapping Software that is designed specifically for mapping business processes for analysis and education.

- 1996-2016 Director - Oversees all phases of development, fulfillment and support for Graham Process Mapping Software.
- 1990-1995 General Manager

Mullett Associates, Inc. - Los Angeles, CA

1985-1990 Project Manager/Database Programmer

Southern California Edison Company - Rosemead, CA

1980-1985 Industrial Engineer

Education

1985 MBA Marketing & Entrepreneurship, **USC**

1979 BA Economics, **UCLA**

1979 5-day Work Simplification Training Workshop. Attended workshop while a student at UCLA. First formal exposure to fundamentals of business process improvement.

Publications, Papers and Presentations

Books

2015 -- *The Process Improvement Project Guide* 89 pp , Working Smarter Publisher

2015 -- *The Process Improvement Project Workbook* 50 pp , Working Smarter Publisher

2004 -- *Detail Process Charting: Speaking the Language of Process.* 187 pp., John Wiley Publishers.

Newsletter

2002-2012 Electronic Newsletter. Business Process Mastery Newsletter - Edit and Publish to over 10,000 subscribers (28 issues published)

Websites

1996-2016 Process Improvement/Work Simplification Website (www.worksimp.com).

2003-2016 Graham Process Mapping Software website (www.processchart.com)

2004-2016 Detail Process Charting website (www.detail-process-charting.com)

2003-2015 Spanish version of Process Improvement/Work Simplification website (www.mejoresprocesos.com)

Articles, White Papers & Presentations

2016 – *How Good Are Your Process Maps?*

2015 – *Understanding Business Processes* – Presented at Document Management/BFMA Symposium

2014 – Video. *How to Map a Business Process – What do I map?* – 3:01

2012 – Video. *Process Mapping Symbols* – 13:21

2011 – *Business Process Analysis* – Presented at BFMA Symposium

2011 – *Understanding Business Processes* – Presented at BFMA Symposium

2011 – Video. *What is a Process* – 1:45

2010 – *Understanding Business Processes* – Presented at BFMA Symposium

2009 – Article. *Customer Focus in Process Improvement*

2009 – *Understanding Business Processes* – Presented at BFMA Symposium

2008 – Video. *Process Mapping – The Process Puzzle* - 10:48

2008 – Article. *Detail Process Charts – A Common Ground for Business and Development*

2008 – Article. *Business Process Analysis: Using Detail Process Maps and the Questioning Method*

2008 -- Article. *Capturing Reality: Preparing a Process Map*

2007 – Article. *Capturing Reality: Collecting the Facts*

2007 -- *Using Detail Process Charts to Support Effective Improvement* – Presented at NCFARO

2007 – *Understanding Business Processes* – Presented at NCFARO

2007 – Article. *Capturing Reality: Getting Everyone on Board*

2007 – Article. *Capturing Reality: Preparing for Successful Process Improvement*

2007 – *Business Process Analysis* – BFMA Symposium

2007 -- *Using Detail Process Charts to Support Effective Improvement* – BFMA Symposium

2007 – *Understanding Business Processes* – Presented at ARMA Pittsburgh Chapter

2006 – Article. *Capturing Reality in a Process Map*

2006 – *Understanding Business Processes* – Presented at TAWPI Forum & Expo

2006 -- *Using Detail Process Charts to Support Effective Improvement* – BFMA Symposium

2006 – *Process/Workflow Analysis* – Presented via 2 webex sessions to BFMA CFSP group

2006 – *Capturing Corporate Knowledge in a Process Library* – BFMA Spring Forms Institute

2006 – *Using Detail Process Charts to Support Effective Improvement* – BFMA Spring Forms Institute

2006 – *Understanding Business Processes* – International Lean and Six Sigma Conference

2006 – *Business Process Analysis* – BFMA Canada Forms Institute

2006 – *Using Detail Process Charts to Support Effective Improvement* – BFMA Canada Forms Institute

2005 – *Business Process Improvement* – Presented at DMIA Conference & Expo

2005 – *Process/Workflow Analysis* – Presented via 2 webex sessions to BFMA CFSP group

2005 – Article. *IT – The Inside Track to Better Business Processes*. Published on Business Process Management Group website (bpmg.org)

2005 – *Understanding Business Processes* – Presented at BFMA

2005 -- *Creativity in Problem Solving* – Presented at BFMA

2004 – Article. *Business Process Improvement: The Devil's in the Detail*

2004 – Article. *Understanding Business Processes* – Presented at AIIM and BFMA

2004 – Article. *Using Detail Process Charts to Enhance Improvement Initiatives* – Presented at BFMA

2003 – Paper. *Detail Process Charting-Introduction (to manuscript)* – Published in Ben Graham Corporation Process Improvement newsletter

2003 – Article. *Creativity in Problem Solving* – Presented at BFMA (Business Forms Management Association) Symposium May 2003

2003 – *Capturing Corporate Knowledge in a Process Library* – BFMA Symposium 2003

2003 – Article. *Process Flowcharting* – Presented at BFMA Symposium May 2003

2003 – White Paper. *Detail Process Charting* – Published in Ben Graham Corporation Process Improvement newsletter and in the Business Process Management Group's newsletter

2002 – Presentation. *Process Improvement - Using Process Flowcharts to Assure Smooth Transition* – BFMA Chapter Meeting August 2002

2001 – Article. *Capturing Corporate Knowledge in a Process Library* – for presentation at BFMA Symposium 2001

2001 – Article. *Rediscover Work Simplification* – published in Today, the publication of TAWPI (The Association of Work Process Improvement)

2001 – White Paper. *Graham Process Charting Software - Multiple Flow Charting for Analysis (Revised)*

2000 - White Paper. *Including Flow Lines of People in Process Charts*

1996 - White Paper. *Graham Process Charting Software - Multiple Flow Charting for Analysis*

1989 – White Paper. *The Work Simplification Method*

Training Materials

1999-2016 – Updated 3-day education workshop materials

2002 – Developed 1-day education session