

other means, keeping the charts simple and clean so the uninitiated will easily and quickly understand the method.

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Process Map, Flowchart: Same Thing?

Point of terminology: "Reviving the Process Map" distinguishes between "process map" and "flowchart," but I believe they are synonyms. Both are generic terms for various ways to diagram a process.

According to one website, process mapping "is also known as process charting or flow charting" and "the original system [was] invented by Frank Gilbreth in the early 1900s" (www.strategosinc.com/process_map_example.htm). While that site is not necessarily a definitive authority, I agree with the statement. I think someone coined the term process map 20 or 30 years ago because it sounded fresher than flowchart.

I'm not criticizing the article, which recommends a particular kind of process map—one that gets more factors and more detail onto the page. Because it is well suited for Six Sigma studies, maybe it should be called a Six Sigma process map.

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5S Might Not Be Good for Children

When I saw "5S for Families," (Davorka Filipusic, May 2007, p. 66), I was sure it was a parody. However, after reading it, I see the author actually didn't intend it to be humorous.

I can't imagine what's next for that poor 4-year-old—maybe monthly CQR (child quality rating) reports, with ratings for areas such as academics, athletics, attractiveness and cost of childhood. At best, the parents might end up with a child who has little cre-

ativity and obsessive compulsive tendencies. At worst, they'll have to shell out for a good psychologist when the child rebels against their ridiculous demands for conformity.

I hope when they are elderly, this child gives them their own strict guidelines to adhere to and a requirement that their PQRs (parent quality ratings) not fall below an acceptable limit. "Sorry, mom, but your PQR of less than 99% requires that I put you into a nursing home until you can demonstrate capability."

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Author's Response

Thank you for sharing your viewpoint. I didn't mention it in the column, but my approach is based on research and principles of behavior management for children.

Age appropriate 5S can be introduced gradually at home as a family activity. The 5S game shows consistent, positive examples of adult behavior from which children can learn by watching and doing activities with their parents. 5S for families is intended to be a form of play and a program with a goal, structure and a schedule that teaches by repetition and helps improve behavior.

I am happy to say all other feedback I received was complimentary.

DAVORKA FILIPUSIC

Correction

The statistics article in "10 Quality Basics" (June 2007, pp. 28-29) contained an incorrect formula. The correct formula,

$$Y = f(x) + \epsilon,$$

is used to make decisions on the basis of data and distinguish between the two components. Y is what you get, $f(x)$ is the total effect of all controls exerted on the process (intentionally or unintentionally), and ϵ is random variation.



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