BUSINESS PROCESS REENGINEERING

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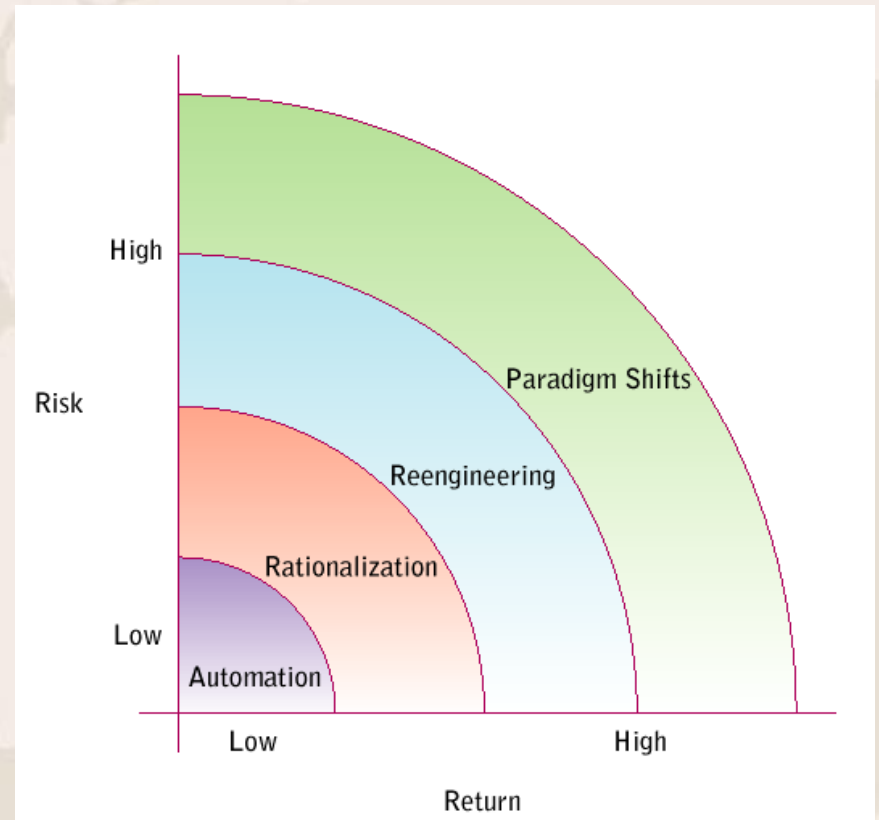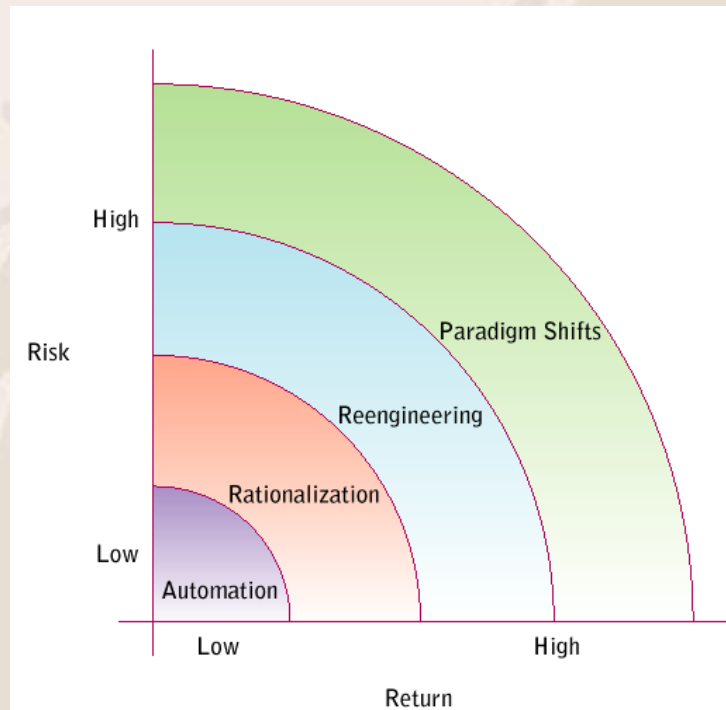
Process: Where and Who?
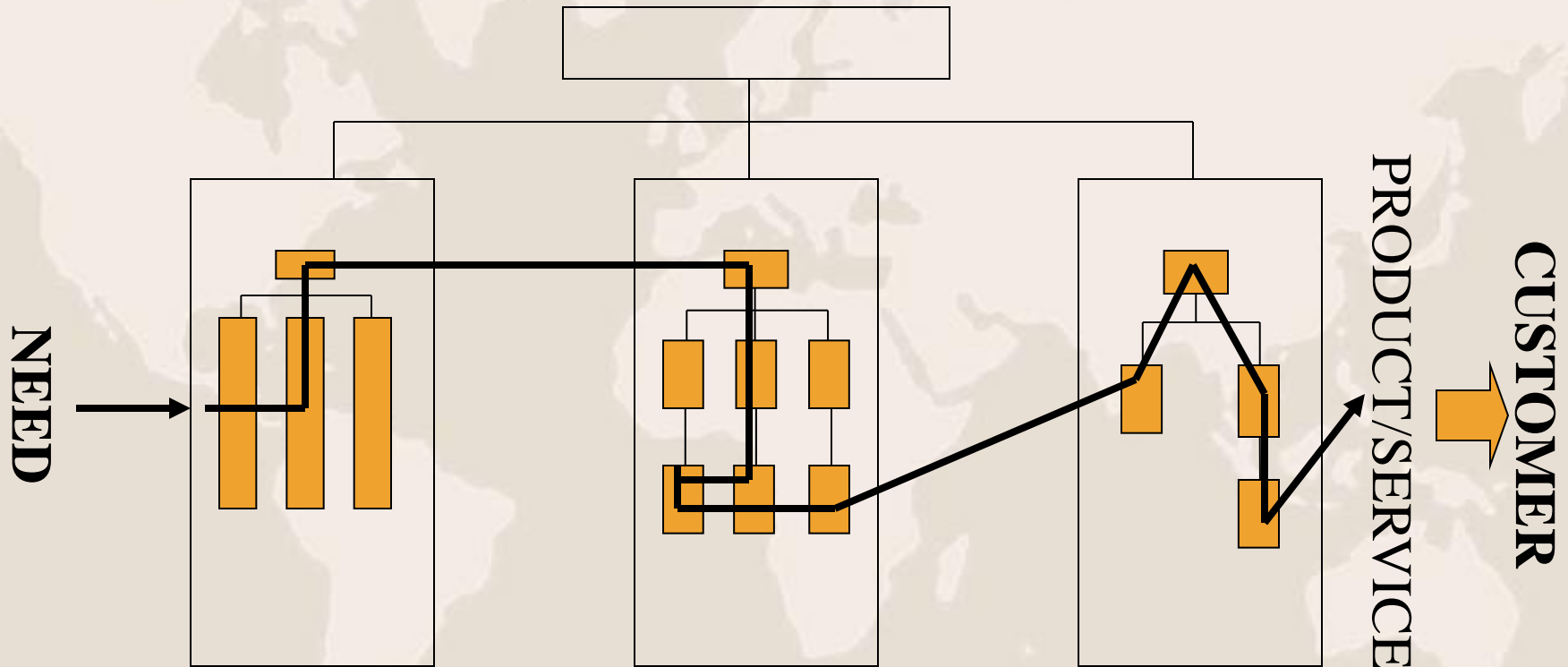
Spectrum of Change

- **Automation**

- **Rationalization of procedures**
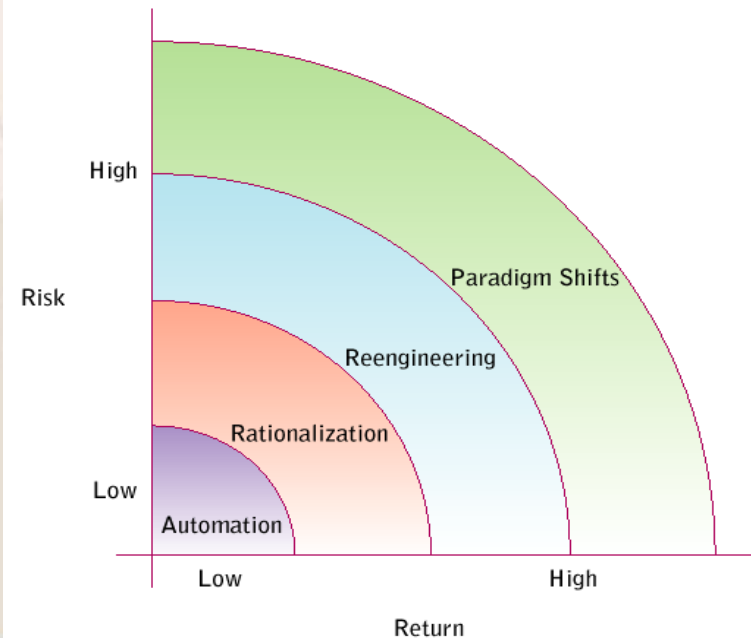
- **Reengineering**

- **Paradigm shift**

Automation

- **refers to computerizing processes to speed up the existing tasks.**

- **improves efficiency and effectiveness.**

Rationalization of Procedures

- **refers to streamlining of standard operating procedures, eliminating obvious bottlenecks, so that automation makes operating procedures more efficient.**

- **improves efficiency and effectiveness.**
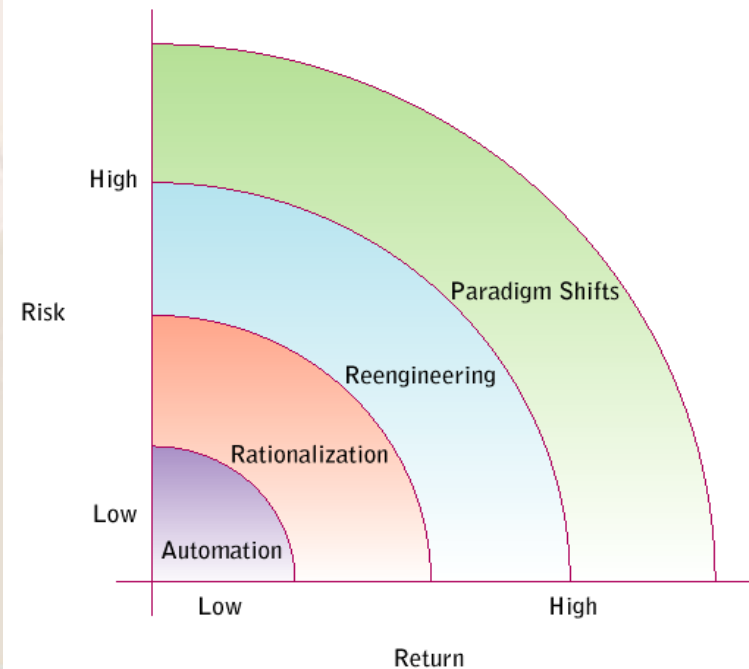
Business Process Reengineering

- **refers to radical redesign of business processes.**

- **Aims at**

  - **eliminating repetitive, paper-intensive, bureaucratic tasks**

  - **reducing costs significantly**

  - **improving product/service quality.**
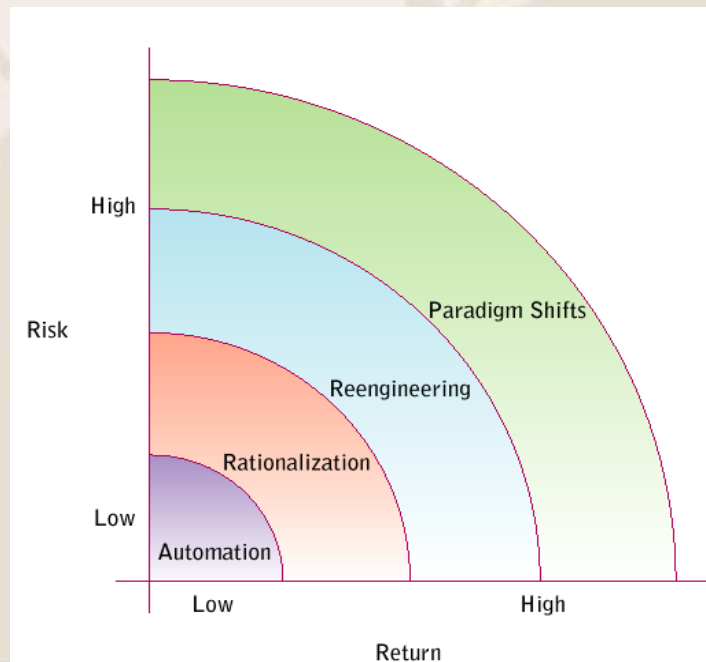
Paradigm Shift

- refers to a more radical form of change where the nature of business and the nature of the organization is questioned.

- improves strategic standing of the organization.

Business Process Reengineering

- "Reengineering is the *fundamental* rethinking and *radical* redesign of business *processes* to achieve *dramatic* improvements in critical, contemporary measures of performance such as cost, quality, service, and speed."