

Business Process Reengineering

BPR is the fundamental rethinking and radical redesign of business processes enabled by information technology to achieve dramatic improvements in business performance.



Four Important Rules for BPR Projects

1. Determine strategy before redesigning.
2. Redesign each primary process.
3. Optimize the use of information technology.
4. Organizational structure and governance models must be compatible with the primary process.

4. PROCESS DEPLOYMENT

Involves implementing the process improvement plan, obtaining customer feedback on the results, revising the plan as appropriate, and rolling out the solution across the organization.

- 4.1 Implement process improvement plan
- 4.2 Measure results
- 4.3 Obtain customer feedback on process performance
- 4.4 Do it all over again

3. PROCESS REDESIGN

Uses the data collected in Process Diagnosis to evaluate and develop plans to improve processes.

- 3.1 Benchmark the process
- 3.2 Develop solutions to close gaps
- 3.3 Get buy-in
- 3.4 Develop improvement plans

1. ORGANIZE FOR BPR

Involves creating business process map, identify areas for re-engineering, establish process ownership and initiate projects.

- 1.1 Create business process map
- 1.2 Prioritize areas for improvement
- 1.3 Establish process ownership
- 1.4 Form BPR team
- 1.5 Initiate project

2. PROCESS DIAGNOSIS

Involves determining requirements, mapping the processes, collecting process performance data, and rating processes based on these data.

- 2.1 Determine customer requirements
- 2.2 Determine and document current process
- 2.3 Rate the process

Business Process Reengineering Assessment Guide

James W. Cortada, John A. Woods



Business Process Reengineering Assessment Guide:

Business Process Reengineering Assessment Guide United States. General Accounting Office. Accounting and Information Management Division,1997 **Business Process Reengineering Assessment Guide** ,1997 **Business process reengineering** ,1997 **Business Process Reengineering Assessment Guide** États-Unis. General Accounting Office,1997 **Business Process Reengineering Assessment Guide** ,1997 *Auditing and Financial Management* U S Government Accountability Office (G,U. S. Government Accountability Office (,2013-07 GAO published a guide to assist federal agencies in their business process reengineering efforts focusing on 1 identifying customer needs and performance problems 2 controlling risks and maximizing benefits 3 reassessing strategic goals 4 managing organizational changes and 5 implementing new processes **BUSINESS PROCESS REENGINEERING ASSESSMENT GUIDE--VERSION 3... 158507... U.S. GAO... APRIL 1, 1997** United States. General Accounting Office,1998* **Abstracts of Reports and Testimony** ,1998 Tax administration planning for IRS's enforcement process changes included many key steps but can be improved : report to the Chairman and Ranking Minority Member, Committee on Finance, U.S. Senate. , *Indexes for Abstracts of Reports and Testimony* ,1998 eSourcing Capability Model for Service Providers eSCM-SP Bill Hefley,Elaine B. HyderKeith Heston,Mark Paulk,2015-01-01 The eSourcing Capability Model for Service Providers eSCM SP is the best practices model that supports sourcing organizations successfully manage and reduce their risks and improve their capabilities across the entire sourcing life cycle It addresses the critical issues related to IT enabled sourcing eSourcing for both outsourced and in sourced shared services agreements Each of the Model s 84 Practice is distributed along three easy to follow dimensions Sourcing Life cycle Capability Area and Capability Level and have been applied in IT BPO and KPO settings The eSCM SP has been designed to complement existing quality models so that service providers can capitalize on their previous improvement efforts ITIL V3 suggests that ITIL be supplemented with eSCM when service management is performed in the context of a sourcing arrangement A series of documents comparing the eSCM SP with other models and standards has been developed Developed by The IT Services Qualification Center ITSqc and endorsed by a number of organizations including IAOP International Association of Outsourcing Professionals this title represents a major step forward for professionals looking to implement Best Practice within the Industry *Bank Secrecy Act: FinCEN & IRS Need to Improve & Better Coordinate Compliance & Data Management Efforts* United States. Government Accountability Office,2006 *INS Management* Evi L. Rezmovic,1998-12 Discusses the progress that the INS Immigration and Naturalization Service has made toward addressing long standing management problems as well as areas that continue to need attention Addresses areas of progress and need for the reorganization of the INS and in the management of budget resources Includes a sample of a survey of INS managers on management issues Charts and tables eSourcing Capability Model for Client Organizations - eSCM-CL Bill Hefley,Ethel Loesche,1970-01-01 Note This book is available in several languages French

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