Business Process Reengineering

Course Objectives

The objective of this course is to make the students understand the role of Business Process Reengineering technique in an organisation and to gain insight on BPR tools and techniques.

Syllabus

Business Process Reengineering, Principles of BPR, Total Quality Management, Enterprise Resource Planning, Change Management, ISO Standards and Certifications

Expected Outcome

Students who successfully complete this course are able to get insight on Business Process Reengineering tools and techniques to focus on customer, innovation and quality management to speed up the processes and improve productivity of an organisation.

References

1. Radhakrishnan, R and Balasubramanian, S, Business Process Reengineering: Text & Cases, PHI Learning Private Limited, 2008.

 2. Dey, B. R. Business Process Reengineering and Change Management, Dreamtech Press, 2004.

3. Vikram Sethi and William King, Organisational Transformation through Business Process Reengineering: Applying the Lessons Learned, Pearson Education, 1998.

4. Henry J. Johansson, Patrick McHugh, A. John Pendlebury, and William A. Wheeler, Business Process Reengineering: Break Point Strategies for Market Dominance, Wiley Wiley, 2007.

5. John Jeston and Johan Nelis, Business Process Management: Practical Guidelines to Successful Implementations, A Butterworth-Heinemann, 2008.

6. Joe, P and Philip, R., Essence of Business Process Reengineering, Financial Times/ Prentice Hall, 1995.

Unit Topic

1 Business Process Reengineering- Need for reengineering, Benefits of BPR, Guiding Principles, BPR and Performance Improvement, Pitfalls in BPR and Myths of BPR, Business Process Redesigning

2 BPR and Other techniques: Total Quality Management, Kaizen, Just – in- Time, Six Sigma, Quality Function Deployment, ISO Standards and Certifications, Enterprise Resource Planning.

First Internal Examination

3 BPR Implementation Methodology: BPR Strategies, BPR Success and Failures, Factors Relating to BPR Success, Change Management, Culture, Leadership, Organisation Structure, Factors related to Business Process Failure – Communication and Organisational Resistance.

4 BPR, TQM & IT: Information Technology and Value Chain, IT Value and Business Alignment, IT Infrastructure, IT Networking Infrastructure, Key Elements of BPR, Establishing a Responsible Team, Redesigning the Business Process, BPR Methodologies – Implementation Phases.

Second Internal Examination

5 Process Change Management: Nature, Process of Change, Management of Change in BPR, Planning for Reengineering, Analyse AS-IS Process.

Final Examination