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Business Process Re-engineering

- **What is meant by Business Process Re-engineering?**

Business Process Re-engineering involves **the radical redesign of core business processes to achieve dramatic improvements in productivity, cycle times and quality**. In Business Process re-engineering, companies start with a blank sheet of paper and rethink existing processes to deliver more value to the customer.

- **What is Business Process Re-engineering for example?**

Business process Re-engineering example: **company selling commemorative cards**. In a company that offers products such as Christmas, anniversary, commemorative cards, etc., renewing the stock and changing the design of the cards is constantly fundamental.

- **The Six Key Steps of Business Process Re-engineering**

1. Define Business Processes.
2. Analyze Business Processes.
3. Identify and Analyze Improvement Opportunities.



4. Design Future State Processes.

5. Develop Future State Changes.

6. Implement Future State Changes.

- **What are the three Rs in Business Process Re-engineering?**

Redesign, retooling and reorchestrating form the key components of BPR that are essential for an organization to focus on the outcome that it needs to achieve.

- **What is the difference between BPI and BPR?**

BPI is a tool to streamline your existing business processes within your current organizational structure. **BPR is done to dramatically improve your business processes and potentially change the structure of your organization** as a result. BPI is often used to refine existing processes and prevent future issues.

- **What is KPI in the context of BPR?**

A key performance indicator (KPI) evaluation system is added in the enterprise informatization framework that can change the dynamic



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structure of business process quickly, thus making it meet rapid changes in market demand.

- **Seven key critical performance indicators to help you measure performance in your team:**

1. Engagement. How happy and engaged is the employee?
2. Energy
3. Influence
4. Quality
5. People skills
6. Technical ability
7. Results



6 KEY STEPS OF BPR

1. DEFINE THE NEED FOR CHANGE

Start with the **analysis phase** and **ask the most basic questions about your company and how it operates:**

- Why do we do what we do?
- Why do we do it the way we do?
- What do we want to achieve?
- What will the business process re-engineering change in our company?

2. FORM A CASE MANAGEMENT TEAM

Have one person or a specific group of people responsible for business process re-engineering

3. CHOOSE THE PROCESS TO RE-ENGINEER

Once you decide that it's time for a change, it's also a good idea to consider what should be changed. To choose the right processes for re-engineering, you need to understand what the process is trying to accomplish.





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4. MAP THE PROCESS AND SET OBJECTIVES

When you know what you want to work on and what you want to achieve, it's time to take the right steps — start rebuilding the chosen business process from scratch.

5. RE-ENGINEER MANAGEMENT

Create a plan, adopt changes, and use the solution to improve.
It's the execution moment for all the ideas of the redesign.

6. CONTINUOUS FEEDBACK AND AUDIT

Business process re-engineering is **constant monitoring and evaluation, spotting bottlenecks and errors, and taking immediate action** when things go wrong.

