

Figure 2. Framework for support redesign decision making.

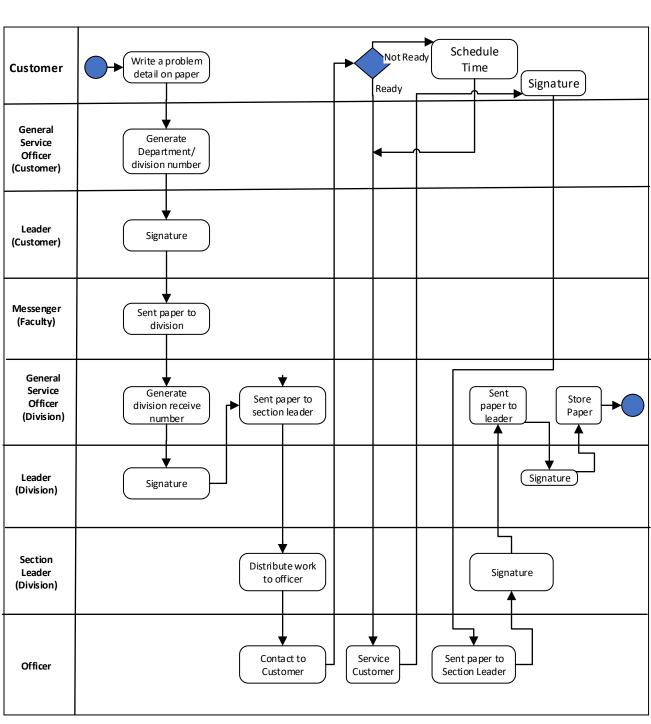


Figure 3. The Current Business Process Model

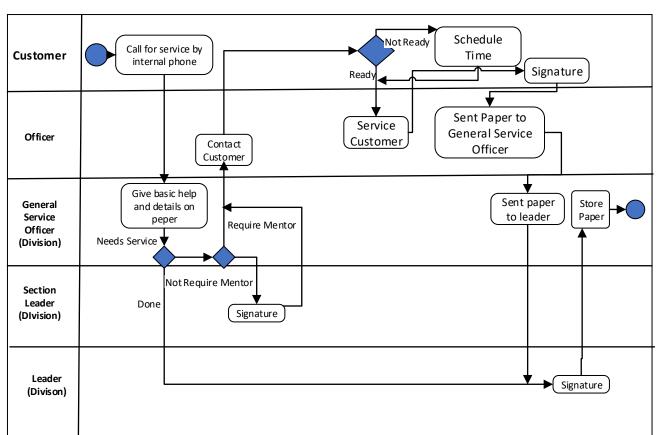


Figure 5. New business process model