

Figure 1. Business process reengineering cycle.

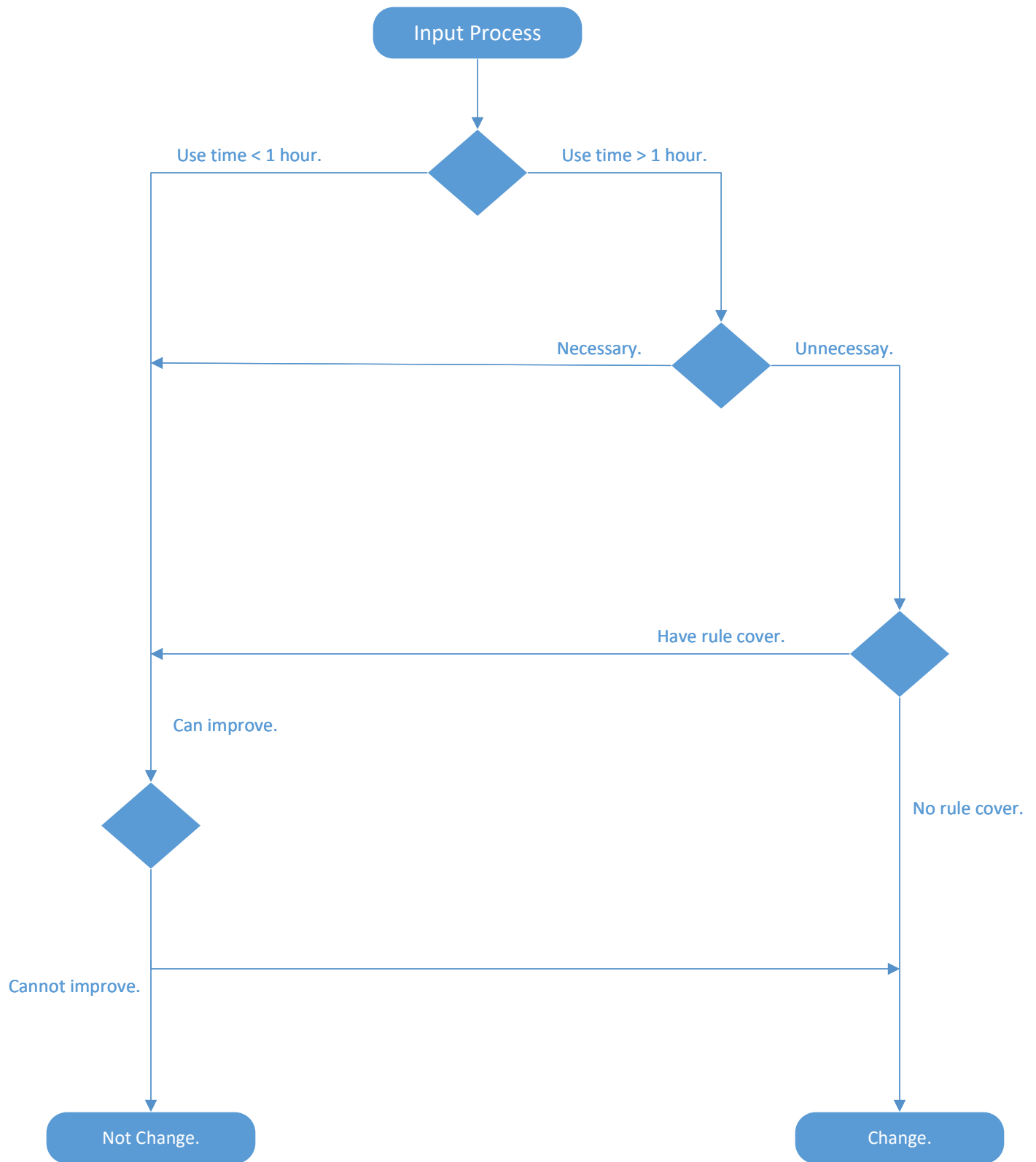


Figure 2. Framework for support redesign decision making.



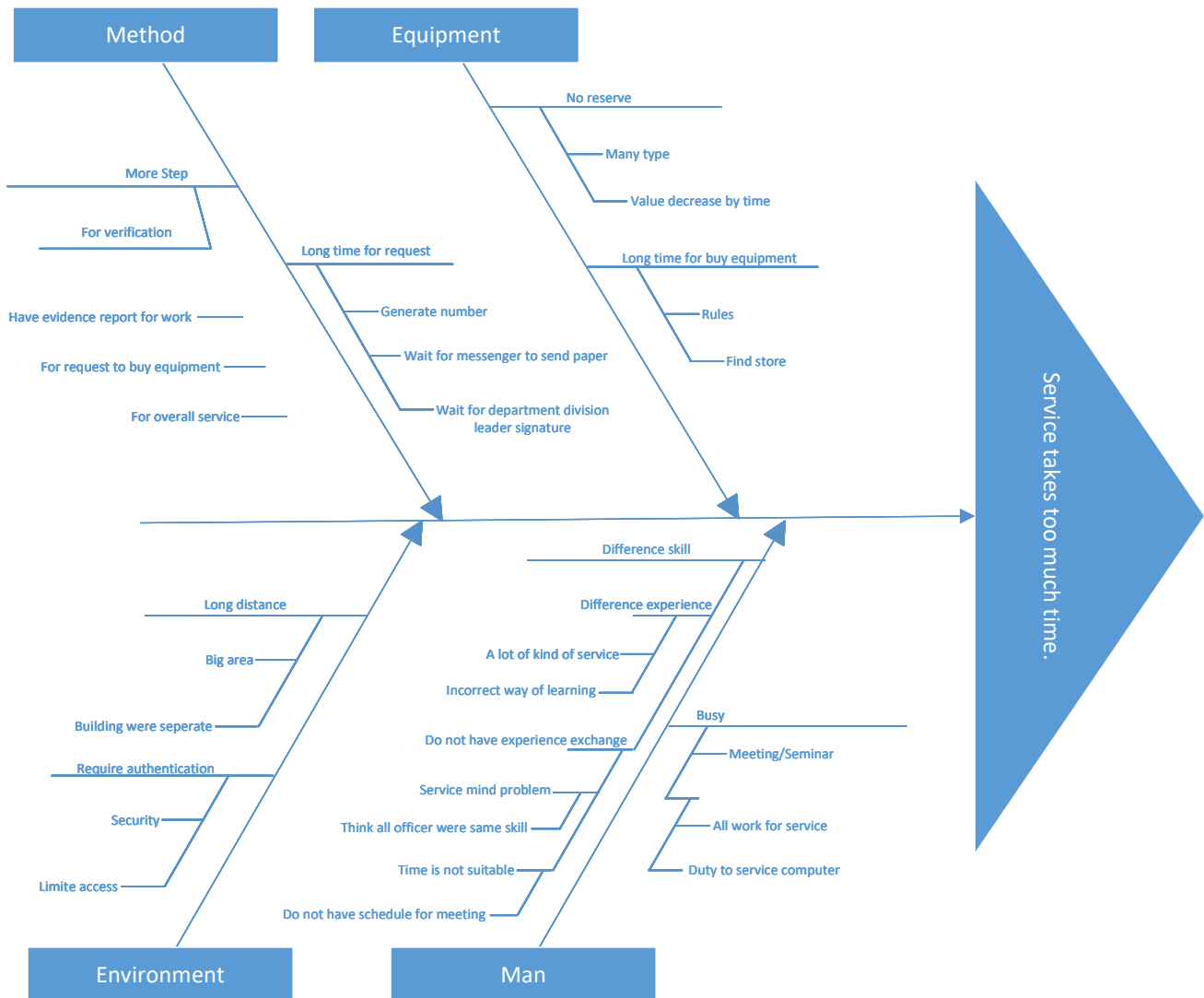


Figure 4. Fishbone diagram.

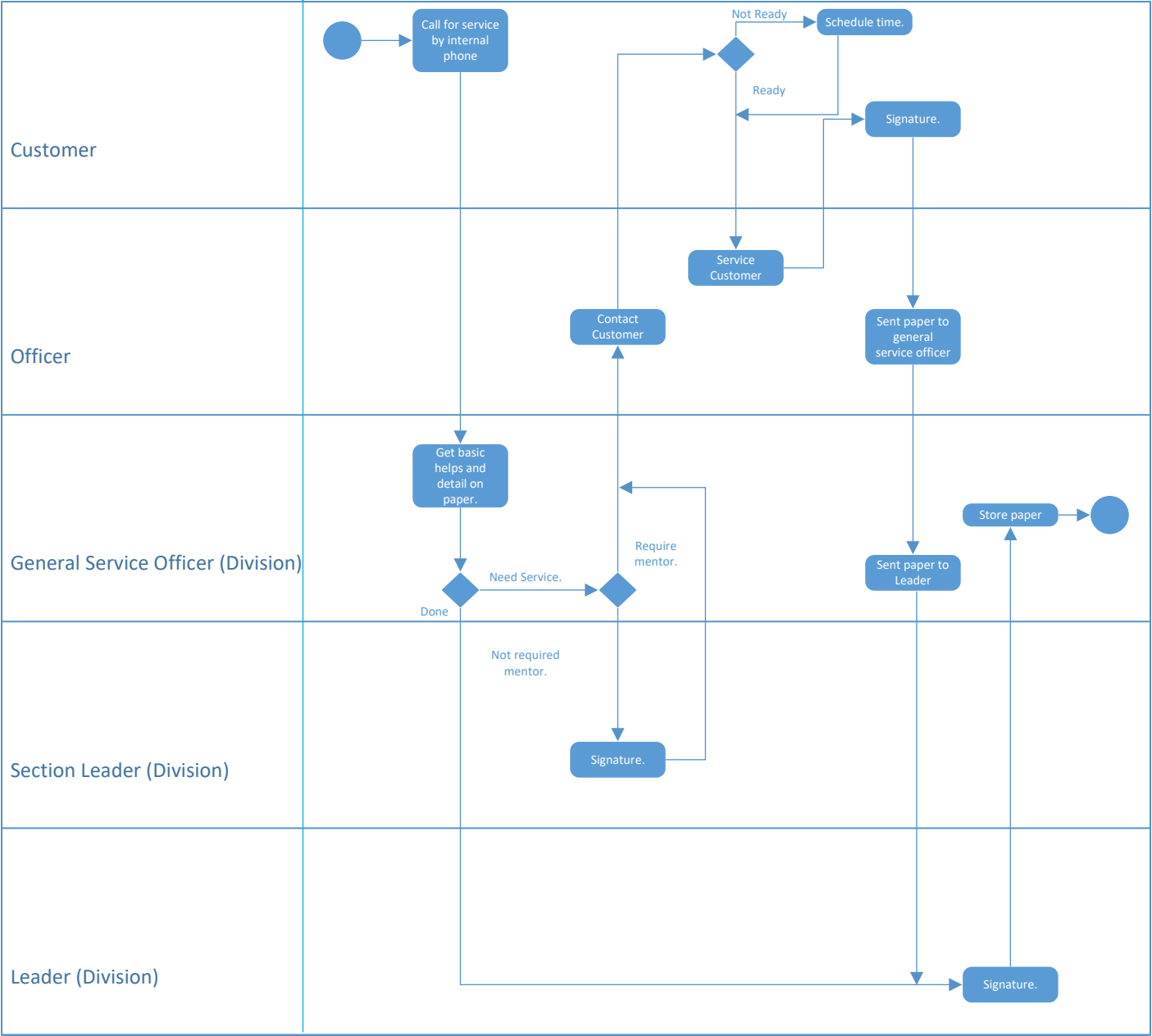


Figure 5. New business process model