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Q.1

Business Process Reengineering (BPR)

refers to an attempt to improvise the operation of the business on a broad scale.

The primary aim of business process engineering is to cut down process ~~to~~ redundancies and enterprise costs.

It is the radical reconsideration of a business process to achieve dramatic improvement in cost, quality, services and speed performance. Business process reengineering is the analysis and redesign of company processes.

Steps :

- 1) Define Objectives & Framework
- 2) Identify Customer Needs
- 3) Study the Existing Process
- 4) Formulate a redesign business plan
- 5) Implement the Redesign.

The following points should be taken into consideration when implementing ~~BPR~~ ~~BPI~~ BPR :

- 1) Always identify goals & purposes.
- 2) Keep the company mission in mind
- 3) Focus on results
- 4) Managers must give power to their teams.
- 5) A change of focus from management to the customer.
- 6) It is not positive to score points, but to lead & teach.
- 7) Simple & optimized process are better than complicated & intricate processes
- 8) If a process continually doesn't work, its time to come up with a new one.

Tools :

- 1) Customer & Process focus
- 2) Visualization for End Process & Benchmarking
- 3) Change Management
- 4) Business Process Mapping.

Example: BPR - fast food company

We can consider BPR in a fast food company.

Completely redesigning the delivery of products can give unexpected results. The company delivers products to restaurants and the process goes all like others, the customer orders, the order goes to the kitchen, which prepares the meal and delivers to customers.

Business Process Analysts realises that it would be more advantageous if the meal portions were previously prepared in a separate center & delivered to the restaurants daily.

When the customer orders, staff place everything together and delivers it. This is a complete change in the process, resulting in greater control, fewer accidents and increases ability to focus on customer needs, all without losing quality.