

Bottlenecks

Broken Processes

Business Process

BPR

Cave

Change Management

Cost Benefit / Complexity Matrix

Data Driven

Division of labour

End to End process thinking

Event

CS Factors, Failure Factors

Fishbone

Five Whys

Flowchart

Hammer Philosophy

DDTAD

Impact of BPR

Industry → modern

Merit Function

Org cultural Impact

Outcome orientation

Pareto

process zing

process mapping

process mining

process ownership

private VS public

resistance to BPR

root cause analysis

SIPOC

six sigma

stable VS unstable

summons

value chain analysis

value stream mapping

variant

unlearning

functional silos VS process oriented

incremental VS radical

VA VS NVA

value chain VS process mapping

vertical VS horizontal

definitions