The Reengineering Revolution A Handbook

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in reengineering the corporation michael hammer introduced to reengineering success he and his colleague steven stanton offer practical guidance on the principles of reengineering the book contains case studies and examples and takes the mystery out of reengineering

from the co author of the international bestseller reengineering the corporation this is the essential guide for everyone who wants to join the reengineering revolution

the most successful business book of the last decade reengineering the corporation is the pioneering work on the most important topic in business today achieving dramatic performance improvements this book leads readers through the radical redesign of a company

s processes organization and culture to achieve a quantum leap in performance michael hammer and james champy have updated and revised their milestone work for the new economy they helped to create promising to help corporations save hundreds of millions of dollars more raise their customer satisfaction still higher and grow ever more nimble in the years to come

the reengineering revolution reviews the significance of the business process reengineering trend for management practice since the early 1990 s combining empirical and theoretical perspectives david knights and hugh willmott show how both term and practice shaped the recent widely adopted policies of downsizing restructuring and emphasis on process rather than task well known contributors analyze the impact of business process reengineering in a number of settings supermarkets and the food chain the public sector banks the theoretical history of business process reengineering is also detailed in relation to ideas about bureaucracy hierarchy transformation and design

this book originally published in 1997 charts the progress of companies reinventing the rules assumptions and policies of the industrial era hammer presents a new world in which all the familiar rules have been broken and helps people to prepare for a radically different future

beyond reengineering is not about reengineering it is about the shape of tomorrow s business to succeed or even to survive in today s global economy companies must refocus and reorganise themselves around their core processes the end to end sequences of tasks that create customer value the process centred organisation signifies a complete break with the past and as such marks the end of the industrial revolution and of the organisations that were designed for it it means the end of narrow jobs supervisory management traditional career paths and feudal cultures and ushers in a new era of flexibility for a world of process centred organisation everything must be rethought the kinds of work that people do the jobs they hold the skills they need the careers they follow the roles managers play and the principles of strategy that companies follow michael hammer illuminates this new world in which all the familiar rules have been broken and helps people to prepare for a radically different business future

hammer offers powerful insights into the consequences of the reengineering revolution he addresses the following vital areas jobs what does process centering do to the nature of jobs what does a process centered workplace feel like managers what is the newly defined role of managers in a process centered company education what skills are vital and how can young workers prepare public policy what are the implications for employment and the economy as a whole investment what will be the characteristics of a successful 21st century corporation

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reengineering the corporation the international bestseller is the pioneering book on the most important topic in business circles today reengineering the radical redesign of a company s processes organization and culture to achieve a quantum leap in performance michael hammer and james champy show how some of the world s premier corporations are reengineering to save hundreds of millions of dollars a year achieve unprecedented levels of customer satisfaction and speed up and make more flexible all aspects of their operations

too often reengineering stops at the upper echelons of corporations managers resist the process as it applies to themselves and the work remains unchanged this book provides guidelines managers need to lead organize inspire deploy measure and reward the new work reengineering creates for the hundreds of thousands of managers who have read reengineering the corporation and the millions who have been touched by the reengineering revolution this book delivers the reality behind the promise it reveals how to achieve a business culture that allows for a continuous process of reengineering it shows in short how to achieve success

this book provides a rhetorical critique of the management guru and management fashion phenomenon and stimulates a much needed critical dialogue between practitioners and academics

this text aims to challenge the way we think of schools and the learning process by describing a total quality and re engineering approach it provides a base from which to examine how certain schools are re engineering themselves to cope with the challenges of the 21st century

this textbook provides complete coverage of the subject starting with a detailed description of organisational structure relationships and culture the text proceeds to discuss the topics such as nature of power in organisation leadership organisational change and organisational environment an elaborate account of business process reengineering with respect to methodology planning and its relationship with it industry is given finally the text describes e business process and knowledge management in detail the text is profusely illustrated with numerous flow charts and diagrams review questions are included at the end of every chapter to help students check their understanding of the subject this textbook is primarily designed for the students of mca for a course in business process it will be also useful to the students of mba and bca

this volume critically explores the contentions in the emerging debate surrounding new media technologies and the extent to which they are challenging traditional political and government models examining a range of citizen government interactions which together form e government in different contexts this book assesses the potential of new media technologies to facilitate new institutional patterns for governance and participation as experienced primarily but not only across europe analysing a range of challenges spanning from those of a technological and conceptual nature to those of a more political and legal nature the authors scrutinise the central policies at governmental and organisational levels and consider the following questions is society driving or responding to e government and is it ready to cope with it what implications does e government have for the power democracy relationship is the technology right for e government what is needed to ensure government services are delivered optimally how is e government perceived and is it trusted how are the sensitive issues of identity privacy and social inclusion dealt with how are management and safety dealt with when one considers issues such as activism cyberterrorism biometrics and new implications for international relations this comprehensive text will be of interest to students and scholars of public policy politics media and communication studies sociology law and european studies it will also offer insights of relevance to practitioners and policy makers in regional national and transnational governance reform and innovation

for advanced courses in management information systems organizational transformation through business process reengineering deals with both successes and failures of business process reengineering maintaining that no one management approach is a cure all for organizational change this book contains 36 readings and 8 cases and builds on the evidence gained in actual firms with various business processes using many different business process reengineering approaches the information and knowledge currently available is much richer more comprehensive and detailed than has been previously available

this book introduces the reader to terms and concepts that are necessary to understand ob and their application to modern organizations it also offers sufficient grounding in the field that enables the reader to read scholarly publications such as hr cmr and amj this edition features new material on emotional intelligence knowledge management group dynamics virtual teams organizational change and organizational structure

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