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## **Process Innovation-Reengineering Work Through Information ...**

A colleague gave me this book after a business training session in June 2000. Although the title was intriguing, the book did not live up to its promise. The true focus of the book is the question of Process Innovation. Information technology is treated as a tool to help the innovation process. There is only one chapter specifically devoted to IT.

## **Process Innovation: Reengineering Work Through Information ...**

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changes in the way we do business. Simply formulating strategy is no longer sufficient; we must also design the processes to implement it effectively. The key to change is process innovation, a revolutionary new approach that fuses information technology and human resource management to improve business performance.

## **Process Innovation: Reengineering Work Through Information ...**

In turn, “process innovation” includes performing a work activity in a radically new way that may cut across existing functional boundaries (p. \_\_? \_\_Pub Fmt interword-space>10). This is the new tradition of rethinking the business from the ground up (see Hammer [2]). Chapters 3 through 8 provide a framework for process innovation.

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T.H. Davenport, Process Innovation: Reengineering Work Through Information Technology (Boston: Harvard Business School Press, 1993). 13. Byrnes and Shapiro (1991); and

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And in 1993, Davenport wrote " Process Innovation: Reengineering Work Through Information Technology." Soon after Hammer's article, management experts (for example, Peter Drucker and Tom Peters) supported business transformation as a way to achieve enormous improvements across a variety of performance measures.

## **Business Process Reengineering - Strategy Skills Training**

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Business Process Reengineering is a dramatic change initiative that contains five major steps that managers should take: Refocus company values on customer needs Redesign core processes, often using information technology to enable improvements Reorganize a business into cross-functional teams



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with end-to-end responsibility for a process

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competitors. BPR seeks to help companies radically restructure their organizations by focusing on the ground-up design of their business

## **Business process re-engineering - Wikipedia**

Reengineering strives to break away from the old rules about how we organize and conduct business. It involves recognizing and rejecting some of them and then finding imaginative new ways to...

## **Reengineering Work: Don't Automate, Obliterate**

T.H. Davenport, Process Innovation: Reengineering Work through Information Technology (Boston: Harvard Business School Press, 1993). For a discussion of IT and customer intimacy, see: M. Treacy and F. Wiersema, The Discipline of Market Leaders (Reading, Massachusetts: Addison-Wesley, 1995).

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