Automating Business Process Reengineering:
Breaking The TQM Barrier

This book presents a structured approach to BPR (Business Process Reengineering) and, through examples, shows how Computer-Aided Process Reengineering technology can facilitate the modeling and analysis of business processes. A RunTime disk of Extend+BPR containing examples from the book is included.

Topics covered in this book include:
• The limitations of TQM and continuous improvement
• Communications as the foundation of Business Process Reengineering
• Engineered flow charts
• The SEI Process Maturity Model
• How to go from Level 1 (initial) to Level 5 (optimized) process maturity
• Process reengineering case studies
• Suggested training approaches for developing computer-aided process reengineering skills

Author: Gregory A. Hansen
Publisher: Prentice Hall, Englewood Cliffs, New Jersey
List price: $50.00
Availability: Check with your local bookstore or order through Imagine That, Inc.

6830 Via Del Oro, Suite 230 • San Jose, CA   95119   USA
Phone   408-365-0305 • FAX 408-629-1251