Business Process Reengineering: An ICT Approach to Organizational Transformation

Business process reengineering (BPR) is a fundamental approach to organizational transformation that involves the radical redesign of business processes to achieve dramatic improvements in performance. BPR is not simply about automating existing processes; rather, it is about rethinking and redesigning processes from the ground up, using information and communication technology (ICT) as an enabler.

ICT plays a critical role in BPR by providing the tools and technologies necessary to redesign processes, automate tasks, and integrate information systems. ICT can help organizations to:

Business Process Reengineering: An ICT Approach

by Brandon Turner

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* Identify and analyze existing processes * Design and implement new processes * Automate tasks and workflows * Integrate information systems * Monitor and measure process performance

The Role of ICT in BPR

ICT can be used to support every stage of the BPR process, from planning and analysis to implementation and evaluation. In the planning stage, ICT can be used to identify and analyze existing processes, and to develop a vision for the future state of the organization. In the analysis stage, ICT can be used to gather data on process performance, and to identify bottlenecks and areas for improvement.

In the design stage, ICT can be used to develop and simulate new processes, and to identify the technologies and resources required for implementation. In the implementation stage, ICT can be used to automate tasks, integrate information systems, and provide training to employees. In the evaluation stage, ICT can be used to monitor and measure process performance, and to identify areas for further improvement.

Benefits of ICT-Enabled BPR

ICT-enabled BPR can provide organizations with a number of benefits, including:

* Improved process efficiency and effectiveness * Reduced costs * Increased customer satisfaction * Improved employee morale * Increased competitive advantage

Case Studies

There are many examples of organizations that have successfully implemented ICT-enabled BPR. One example is the insurance company Aetna, which used BPR to redesign its claims processing system. Aetna's BPR initiative resulted in a 50% reduction in claims processing time, a 20% reduction in costs, and a 10% increase in customer satisfaction.

Another example is the manufacturing company General Electric (GE),which used BPR to redesign its supply chain management system. GE's BPR initiative resulted in a 25% reduction in inventory levels, a 15% reduction in costs, and a 10% increase in customer satisfaction.

ICT is a powerful tool that can be used to enable and accelerate BPR. By using ICT to redesign processes, automate tasks, and integrate information systems, organizations can achieve dramatic improvements in performance.

Call to Action

If you are interested in learning more about ICT-enabled BPR, there are a number of resources available online. You can also contact a consultant to help you assess your organization's needs and develop a BPR plan.

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