
A Reengineering Workshop

A one-day introduction

Reengineering is the technique for evaluating your business performance and then taking radical steps to improve it. We look at how to initiate a reengineering programme and how the results of discovering better business practice become incorporated into your organisation. We then provide an assessment of how, when and where reengineering is appropriate. We look at organisations that have used reengineering to good effect. In addition, we look at the implications and impact of those who have failed to implement reengineering properly. Finally, we involve you in a proven case study so you can test the methodology and then have an initial workshop on your particular issues and problems.

Key elements of reengineering

The challenge of reengineering is that it is the enactment of radical change, in that it not only changes the way an organisation operates, but redefines people's roles and responsibilities. These changes to an organisation have a profound effect on people concerned with designing systems at the hub of the revolution. Computer technology is a key enabler in the reengineering process. Reengineering challenges business professionals, more than any other development since computers became an integral part of business life. However, reengineering has not fulfilled the promises made by the management Guru's, who defined the process, and it is important to look at the failures as well as the successes.

The programme enables participants to:

- Understand the Reengineering concepts of quality, productivity, and time
- How to conduct a Reengineering evaluation
- Learn from organisations that have improved through Reengineering.
- How to reengineer you own department to good effect

Learning outcomes:

People attending this training programme will understand and appreciate the advantages and difficulties of initiating a 'Reengineering Programme'. They will also make a start on their own project.

Programme Agenda

What is business process reengineering?

Process improvement Vs Innovation
Continuous improvement and Innovation
Key attributes of reengineering

Reengineering - its place in business strategy

The Xerox key business processes
Process conception
Process performance

Who engineers and why?

The human dimension
Reengineering in the real world
Reengineering and its implications

What makes reengineering work?

Enriching the workplace
Looking at the right processes
Taking people with you

Typical delegates are:

Executives and managers who are involved in dramatic business change and need to learn ways to achieve that change quickly and efficiently. In addition, people who will implement major change projects with the organisation and who need an introduction to the reengineering techniques and examples of organisations that have undertaken successful projects.

Applying reengineering

Radical redesign of processes
Dramatic improvements
A process example
The process vision

Taco Bell - a reengineering case study

How Taco Bell started
The results for Taco Bell
A look at Taco Bell today

Reengineering salvation or damnation

Damnation or what makes reengineering fail
Why some organisations fail
An example of failure in the NHS

Tackling your own reengineering project

Step 1 – finding the key processes
Step 2 – analyse the current processes
Step 3 – design and model new processes
Step 4 – selling the new processes
Step 5 – implementing the new processes