

## MASTER'S THESIS

### Enhancing business process reengineering success

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# Enhancing Business Process Reengineering Success

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## Abstract

Business Process Reengineering (BPR) has become a famous term in business management and information systems disciplines. The term has aroused a vigorous idea in reorganizing the way of performing business which encompasses with changes in employees' work styles, job responsibilities, information system, organization structure and policies. However, not all the BPR efforts were carried out successfully, there are many failure factors and success conditions reported.

This thesis attempts to elucidate the concepts of BPR, analyze the evocation of BPR, and study the problems in performing BPR. To provide a better understanding on BPR, the term BPR is compared with other improvement programs. In the thesis, a general approach called 'RADIE' which goes through the stages of recognition, fundamental analysis, radical redesign, implementation and evaluation is introduced to point out the essential activities in performing BPR. The usage of object-oriented technology for business process conceptualization is explored. Based on the conceptual model, a framework of simulation is developed for process evaluation. An example in applying the framework with the 'RADIE' approach is demonstrated. Finally, conclusions and future work are discussed in the thesis.

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