



Business Process Reengineering in Asia: A Practical Approach

Albert TAN

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This book aims to provide a systematic and practical approach to perform business process reengineering (BPR) for both the private and public sectors in Asia. Reengineering is regaining popularity these days based on the increasing number of participants signing up for BPR classes from both the public and private sectors. The demand from public sector could be due to e-government initiatives where government agencies are streamlining their processes to be more citizen centric. It could also be due to outsourcing of non-core processes by private sectors where reengineering is performed initially to determine core processes versus non-core processes. It is intended for use by novice or professionals intending to perform reengineering to streamline their processes to achieve drastic improvement. This book is designed as five integrated and yet independent sections. Each section is documented as one chapter in this book. This is to meet the needs of the various phases of BPR, of which different study teams or external consultants may perform some of the phases.

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