

Reengineering The Corporation A Manifesto For Business Revolution By Michael Hammer 1993 05 24

This text outlines a number of the important new trends in management thinking and practice, including new approaches to leadership in empowered organisations, the concept of the customer value package, strategies for corporate competitiveness and growth, and reengineering the processes, culture and organisation of corporations. It summarises ten of the best management books available. Each chapter contains a brief biography of the author; a note on the significance and context of the book; a full statement of the main ideas; and a chapter-by-chapter summary, with pointers to the best parts. The author's earlier work was entitled 'Managing the Future'.

With future competitive landscape shifting from competition between companies themselves to trading partner networks, understanding and mastering process design and change is becoming more critical than ever. In order to succeed, companies are starting to weave their key business processes into hard-to-imitate strategic capabilities that distinguish them from their competitors. Supply Chain Networks and Business Process Orientation: Advanced Strategies and Best Practices will help you "connect the dots" by offering insights on how to achieve greater integration within your supply chain networks and realize the performance possible with today's interaction economics. Based on exhaustive research of supply chains and newly successful networked

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corporations in the US and Europe, the authors demonstrate how your company can be successful in building an effective supply chain network. Prescriptive benchmarking models illustrate proven strategies, tactics, and methods for achieving a superior level of supply chain performance.

If you have questions about how to meet the demands of the new economy, corporate and organizational agendas, and the changing workplace you will find the answers in this well-written and concise book. *Reengineering the Training Function* provides a plan of action rich in strategies and tactics, full of specific guidelines and tools that can be put to use immediately. Learn how successful business reengineering and training practices parallel the reengineering of business processes. Any business that wants to remain competitive in a global marketplace will find this book relevant. Put these guidelines to work immediately to conduct a strategic training audit prior to initiating any reengineering process. You can change the process of training and control the new continuous learning organization with *Reengineering the Training Function*.

Ethics Through Corporate Strategy is a daring challenge to anyone who uses the customary language of business in America. It is daring because Daniel Gilbert argues that we should discard two popular ways of linking business and ethics. It is challenging, because Gilbert proceeds from the premise that everyone who uses a language of business is responsible for the ethical implications of that way of talking. This work is one demonstration of how we can relocate conversations about business

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in the larger conversation that we know as liberal education.

This book analyzes various aspects of enterprise information systems (EIS), including enterprise resource planning, customer relationship management, supply chain management systems, and business process reengineering. It describes the evolution and functions of these systems, focusing on issues related to their implementation and upgrading. Enhanced with pedagogical features, the book can be read by graduate and undergraduate students, as well as senior management and executives involved in the study and evaluation of EIS.

Published in 1996, *Corporate Therapy and Consulting* is a valuable contribution to the field of Psychotherapy.

InfoWorld is targeted to Senior IT professionals. Content is segmented into Channels and Topic Centers. InfoWorld also celebrates people, companies, and projects.

""Reengineering Health Care" gets to the core of transforming our current system by advocating the widespread use of IT, eliminating inefficient practices, and keeping the system focused on a healthy individual and not on a broken process."--Newt Gingrich, Founder of the Center for Health Transformation, and former Speaker of the U.S.

House of Representatives ""This book is a prescription for streamlining health care.

Using the techniques that have successfully transformed business into customer-focused and efficient organizations, the authors provide a step-by-step approach to improving health care processes, guiding health care into the next generation of Lean

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delivery systems."--Dr. John Halamka, Chief Information Officer, Beth Israel Deaconess Medical Center ""In health care, we tend to inundate our people with information, rather than enabling them to have insights. This concise guide will resonate with both senior and front-line managers who know they're engaged in unproductive work. They will see that reengineering is not overly difficult and can enable them to improve patient care and efficiency."--Trevor Fetter, President and CEO, Tenet Health Corporation, and Trustee, Federation of American Hospitals ""It isn't reform that will fix our ailing health care system, its reengineering. Champy and Greenspun highlight organizations that have transformed, and reinvented, themselves by reengineering care delivery-they've lowered costs, improved care quality and patient safety, and increased the satisfaction of those giving and receiving care. Every clinician, hospital executive, and politician should read this book."--Bill Crouse, M.D., Senior Director, Worldwide Health, Microsoft Corporation ""Implement health care technology, and you have better health care tools; reengineer with a focus on technology, process, and people, and you have a better health care system. This straightforward guide shows how to transform health care to maximize quality, safety, convenience, and impact the cost of delivery. No one can read this book and not feel a profound call to action."--H. Stephen Lieber, CAE, President & CEO, HIMSS In their legendary book, "Reengineering the Corporation", Jim Champy and Michael Hammer introduced businesspeople to the enormous power of a revolutionary methodology called "reengineering". Using

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reengineering, businesses around the world have systematically retooled their processes--achieving dramatic cost savings, greater customer satisfaction, and more value. Now, Jim Champy and Dr. Harry Greenspun show how to apply the proven reengineering methodology in health care: throughout physician practices, hospitals, and even entire health systems. You'll meet innovative and visionary leaders who've been successfully reengineering organizations across the entire delivery spectrum and learn powerful lessons for improving quality, reducing costs, and expanding access. This book doesn't just demonstrate the immense potential of health care reengineering to revolutionize health care delivery: "it offers a clear roadmap for realizing that potential in your own organization".

"Deliver Better Care to More People, at Lower Cost"

- How reengineering can lead to more efficient, safer delivery--and sharply reduced costs
- How to focus on prevention and wellness, as well as chronic disease and hospital care
- How to earn the trust, contributions, and passion of skeptical physicians and health care professionals
- How to harness technology to create more seamless, accessible, valued, and sustainable health care systems--and avoid technology's pitfalls
- How Zeev Neuwirth transformed the Lenox Hill Hospital ER and the 700-doctor Harvard Vanguard Medical Associates practice
- How Tom Knight is revolutionizing patient safety at Methodist Hospital System, one of America's largest private, nonprofit medical complexes
- How to start today in your own organization!

This collection of cutting-edge research reviews the evolution of the American

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corporation, the domination trends in the way it has been studied, and at the same time introduces some new perspectives on the historical trajectory of the business organization as a social institution.

This book contains the refereed proceedings of the 12th International Conference on Business Process Modeling, Development and Support (BPMDs 2011) and the 16th International Conference on Exploring Modeling Methods for Systems Analysis and Design (EMMSAD 2011), held together with the 23rd International Conference on Advanced Information Systems Engineering (CAiSE 2011) in London, UK, in June 2011. The 22 papers accepted for BPMDs were selected from 61 submissions and cover a wide spectrum of issues related to business processes development, modeling, and support. They are grouped into sections on BPMDs in practice, business process improvement, business process flexibility, declarative process models, variety of modeling paradigms, business process modeling and support systems development, and interoperability and mobility. The 16 papers accepted for EMMSAD were chosen from 31 submissions and focus on exploring, evaluating, and enhancing current information modeling methods and methodologies. They are grouped in sections on workflow and process modeling extensions, requirements analysis and information systems development, requirements evolution and information

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systems evolution, data modeling languages and business rules, conceptual modeling practice, and enterprise architecture.

The theme of this title is the development of the quantum organization and how information technology impacts on the organization. A revolutionary change model forms the structure for the discussion.

The most successful business book of the last decade, Reengineering the Corporation is the pioneering work on the most important topic in business today: achieving dramatic performance improvements. This book leads readers through the radical redesign of a company's processes, organization, and culture to achieve a quantum leap in performance. Michael Hammer and James Champy have updated and revised their milestone work for the New Economy they helped to create—promising to help corporations save hundreds of millions of dollars more, raise their customer satisfaction still higher, and grow ever more nimble in the years to come.

Reengineering the Corporation Manifesto for Business Revolution, AZondervan Scholars agree that change has become a staple in organizational life and will likely remain as such beyond the 21st century. As the rate of change continues to accelerate, organizations must strive to develop and implement new initiatives in order to obtain significant benefits to organizational survival, economic viability,

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and human satisfaction. Organizational Change Management Strategies in Modern Business covers the most important elements of change management as well as the difficulties and challenges that organizations have faced when implementing change. In sampling different disciplines relevant to topics such as resistance to change, mergers and acquisitions management, leadership, the role of human resource strategies, and culture, this reference work is a useful resource for academics, professionals, managers, administrators, and others interested in organizational change.

"At last there is a lucid, well-written OB book, which covers key issues required in OB teaching, but which has a mind of its own. Students and faculty will recognize this is more than standard fare." - Bill Cooke, Manchester Business School

The Resilient Sector makes available in an updated form the concise overview of the state of health of America's nonprofit organizations that Johns Hopkins scholar Lester Salamon recently completed as part of the "state of nonprofit America" project he undertook in cooperation with the Aspen Institute. Contrary to popular understanding, Salamon argues, America's nonprofit organizations have shown remarkable resilience in recent years in the face of a variety of difficult challenges, significantly re-engineering themselves in the process. But this very resilience now poses risks for the sector's continued ability to perform

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the tasks that we have long expected of it. The Resilient Sector offers nonprofit practitioners, policymakers, the press, and the public at large a lively assessment of this set of institutions that we have long taken for granted, but that the Frenchman Alexis de-Toqueville recognized to be "more deserving of our attention" than almost any other part of the American experiment.

Good management is a precious commodity in the corporate world. Guide to Management Ideas and Gurus is a straight-forward manual on the most innovative management ideas and the management gurus who developed them. The earlier edition, Guide to Management Ideas, presented the most significant ideas that continue to underpin business management. This new book builds on those ideas and adds detailed biographies of the people who came up with them-the most influential business thinkers of the past and present. Topics covered include: Active Inertia, Disruptive Technology, Genchi Genbutsu (Japanese for "Go and See for Yourself"), The Halo Effect, The Long Tail, Skunkworks, Tipping Point, Triple Bottom Line, and more. The management gurus covered include: Dale Carnegie, Jim Collins, Stephen Covey, Peter Drucker, Philip Kotler, Michael Porter, Tom Peters, and many others.

Adviezen om in conversatie door middel van creativiteit, verbeeldingskracht en empathie een aangename en voor anderen aantrekkelijke persoonlijkheid te worden. 'An impressive list of America's top CEOs has been gushing with praise about the book, and forward thinkers in the software and management business are using it to find

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direction and insight in this messy, complicated - world.' InfoconomistIn Search of Excellence set the management programme for the 1980s. Michael Hammer's Reengineering the Corporation set the standard for the 1990s. Now The Agenda does the same for the 2000s: it is the essential handbook for 21st-century business. It's time for business to get serious again. The 90s are over, and so are the ideas that came to the fore at the end of the decade: that the Internet changes everything, that entrepreneurship is the answer, that success is easy. Tough times - that is, normal times - are back. Money is tight, competition is intense and customers are more demanding than ever. The Agenda offers no silver bullets or empty slogans. Its principles are neither theoretical nor abstract: they concentrate on the nuts and bolts of an enterprise that determine how well a company performs. The Agenda offers serious ideas for serious people, concrete guidelines that show managers how to rethink every aspect of a business and reshape it for the imperatives of the customer economy. Any company - large or small, manufacturing or service, high tech or low tech - can apply these principles.

Whilst previous methods for business process reengineering have focused on time and cost reduction policies to preserve competitive services and products, Re-engineering of Products and Processes: How to Achieve Global Success in the Changing Marketplace presents a new approach which aims to include aspects that impact the customer perceived value. This method supports business reengineering initiatives by

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identifying process bottlenecks as well as new products and services viable to overcome market competition. This original approach is described step-by-step, explaining the theory through examples of performable tasks and the selection of relevant tools according to the nature of the problem. Supported by illustrations, tables and diagrams, *Re-engineering of Products and Processes: How to Achieve Global Success in the Changing Marketplace* clearly explains a method which is then applied to several case studies across different industrial sectors. *Re-engineering of Products and Processes: How to Achieve Global Success in the Changing Marketplace* provides a scientific reference for researchers and PhD students working in several fields of the Industrial Engineering: mechanical, electric, electronic sectors and, more in general, all the industrial areas where there are needs to design innovative products. The step-by-step description on how to employ the proposed method and its application to practical examples, make the book a key resource for industry consultants and managers who look to increase the value of their products and services for new and existing customers.

The most successful business book of the last decade, *Reengineering the Corporation* is the pioneering work on the most important topic in business today: achieving dramatic performance improvements. This book leads readers through the radical redesign of a company's processes, organization, and culture to achieve a quantum leap in performance. Michael Hammer and James Champy have updated and revised

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their milestone work for the New Economy they helped to create -- promising to help corporations save hundreds of millions of dollars more, raise their customer satisfaction still higher, and grow ever more nimble in the years to come.

The Complete Business Process Handbook is the most comprehensive body of knowledge on business processes with revealing new research. Written as a practical guide for Executives, Practitioners, Managers and Students by the authorities that have shaped the way we think and work with process today. It stands out as a masterpiece, being part of the BPM bachelor and master degree curriculum at universities around the world, with revealing academic research and insight from the leaders in the market. This book provides everything you need to know about the processes and frameworks, methods, and approaches to implement BPM. Through real-world examples, best practices, LEADing practices and advice from experts, readers will understand how BPM works and how to best use it to their advantage. Cases from industry leaders and innovators show how early adopters of LEADing Practices improved their businesses by using BPM technology and methodology. As the first of three volumes, this book represents the most comprehensive body of knowledge published on business process. Following closely behind, the second volume uniquely bridges theory with how BPM is applied today with the most extensive information on extended BPM. The third volume will explore award winning real-life examples of leading business process practices and how it can be replaced to your advantage. Learn what Business Process is and how to

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get started Comprehensive historical process evolution In-depth look at the Process Anatomy, Semantics and Ontology Find out how to link Strategy to Operation with value driven BPM Uncover how to establish a way of Thinking, Working, Modelling and Implementation Explore comprehensive Frameworks, Methods and Approaches How to build BPM competencies and establish a Center of Excellence Discover how to apply Social BPM, Sustainable and Evidence based BPM Learn how Value & Performance Measurement and Management Learn how to roll-out and deploy process Explore how to enable Process Owners, Roles and Knowledge Workers Discover how to Process and Application Modelling Uncover Process Lifecycle, Maturity, Alignment and Continuous Improvement Practical continuous improvement with the way of Governance Future BPM trends that will affect business Explore the BPM Body of Knowledge

Al dertig jaar een internationale managementbestseller! Het doel heeft het managementdenken in de westerse wereld veranderd. Goldratt werd door het tijdschrift Fortune uitgeroepen tot 'goeroe van de industrie'. Door Business Week uitgeroepen tot 'genie'. In een spannend detectiveverhaal vecht Alex Rogo voor het behoud van zijn bedrijf. Met hulp van een oud studievriend slaagt hij erin om conventionele denkwijzen aan de kant te schuiven. Op deze manier handelt hij op een originele manier. Elk proces blijkt beperkingen te hebben die echte groei en ontwikkeling belemmeren. Het verhaal verklaart de basisprincipes van de beperkingentheorie. Dit is

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de Theory of Constraints, ontwikkeld door Eliyahu Goldratt. Al meer dan zes miljoen exemplaren wereldwijd verkocht! Eliyahy Goldratt is bij miljoenen lezers een begrip als wetenschapper, leermeester en managementgoeroe. Over de hele wereld passen economen en managers zijn gedachtegoed toe in hun eigen organisaties.

In the fast changing economic environment of today, companies seek corporate restructuring not just to stay afloat amidst cut-throat competition, but also to increase their competitive edge over others. Thus, the significance of mergers and acquisitions can never be overemphasized in the corporate world. Mergers, Acquisitions and Corporate Restructuring aims to give its readers a concise yet comprehensive coverage of the subject from all the angles - strategic, legal, accounting, taxation, fund raising and valuation—a treatment which no other Indian book in the market has accomplished so far. The book not only caters to the syllabi of MBA students of most universities, but also meets the needs of CA, CS and ICWA students. Given its holistic approach in the discussion of various issues, both students and practitioners would find this book of immense practical utility. Key Features • Analyses all relevant Indian laws, regulations and accounting standards • Includes multiple interpretations of many provisions • Comprises over 60 numerical or situational illustrations to explain difficult concepts and legal provisions • Interprets and explains 4 comprehensive cases and 9 mini cases from the Indian corporate history and current affairs to enhance understanding • Contains latest amendments in regulations, laws, rules and guidelines as on 15

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November 2012 New in This Edition • Thoroughly revised and updated • Chapter on new takeover regulations comparing the provisions with the old takeover regulations and giving historical perspective • Chapter on Competition Law and M&A

The must-read summary of Michael Hammer and James Champy's book: "Reengineering the Corporation: A Manifesto for Business Revolution". This complete summary of the ideas from Michael Hammer and James Champ's book "Reengineering the Corporation" shows how it is important to forget about business traditions and invent a new, process-focused business organisation that leads to better performance. In their book, the authors explain how you can use your knowledge to develop a new organisation that is as optimal as possible. By re-engineering the rules of business, you will be able to gain a true competitive advantage. Added-value of this summary: • Save time • Understand the key concepts • Expand your business knowledge To learn more, read "Reengineering the Corporation: A Manifesto for Business Revolution" to prepare your business for the future and achieve success.

The Reengineering Revolution reviews the significance of the Business Process Reengineering trend for management practice since the early 1990's. Combining empirical and theoretical perspectives, David Knights and Hugh Willmott show how both term and practice shaped the recent widely adopted policies of 'downsizing', restructuring and emphasis on 'process' rather than task. Well-known contributors analyze the impact of Business Process Reengineering in a number of settings: supermarkets and the food chain; the public sector; banks. The theoretical history of Business Process Reengineering is also detailed in relation to ideas about bureaucracy, hierarchy, transformation and design.

"This book introduces an integrated approach to analyzing and building customer knowledge

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management (CKM) synergy from distinctive core advantages found in key organizational elements"--Provided by publisher.

This textbook explores the fundamental principles of Business Process Reengineering (BPR). The express aim of the book is to address the needs of MBA students opting for courses in 'Information Technology Management or 'Operations Management', MCA students who opt for Business Processes as an elective, and students of BE/B.Tech Mechanical Engineering and Production Engineering for courses in Process Engineering/Automation/Management System Design. The book provides them with the concepts, methodologies, models and tools needed to understand and implement BPR. In a nutshell, the book offers a step-by-step presentation of the practical framework and management techniques needed to achieve engineering solutions for implementation of BPR in an organization. The initial chapters introduce the reader to the need for BPR and its utility in relation to IT and manufacturing. The middle chapters cover the methodology, success factors, barriers, and the technologies that are relevant for BPR implementation. The latter chapters present solutions like lean and virtual manufacturing, enterprise resource planning, and functional information systems. An exclusive chapter is devoted to concepts and tasks of software reengineering. Aided by extensive illustrations, end-of-chapter review questions, as well as a chapter consisting entirely of case studies, this book will help students develop a rich, multifaceted perspective, to enable them to handle complex management and engineering problems. The book will be useful to students in practically all branches of engineering, not just mechanical/production/industrial engineering. The ultimate test of corporate strategy, the only reliable measure, is whether it creates economic value for shareholders. Now, in this substantially revised and updated edition of his

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1986 business classic, *Creating Shareholder Value*, Alfred Rappaport provides managers and investors with the practical tools needed to generate superior returns. After a decade of downsizings frequently blamed on shareholder value decision making, this book presents a new and indepth assessment of the rationale for shareholder value. Further, Rappaport presents provocative new insights on shareholder value applications to: (1) business planning, (2) performance evaluation, (3) executive compensation, (4) mergers and acquisitions, (5) interpreting stock market signals, and (6) organizational implementation. Readers will be particularly interested in Rappaport's answers to three management performance evaluation questions: (1) What is the most appropriate measure of performance? (2) What is the most appropriate target level of performance? and (3) How should rewards be linked to performance? The recent acquisition of Duracell International by Gillette is analyzed in detail, enabling the reader to understand the critical information needed when assessing the risks and rewards of a merger from both sides of the negotiating table. The shareholder value approach presented here has been widely embraced by publicly traded as well as privately held companies worldwide. Brilliant and incisive, this is the one book that should be required reading for managers and investors who want to stay on the cutting edge of success in a highly competitive global economy.

In *Managing High-Intensity Internet Projects*, Ed Yourdon delivers instant, practical solutions for virtually every challenge you'll face in leading today's high-intensity, Internet-time projects. Yourdon's breakthrough management techniques cover strategies, politics, processes, tools, and the entire development lifecycle - from requirements through coding, monitoring progress through testing and delivery.

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Summary: Chapters in "Critical Insights From A Practitioner Mindset" have been grouped into four categories: (1) the New digital economy; (2) e-government practices; (3) identity and access management; and (4) identity systems implementation. These areas are considered to be crucial subsets that will shape the upcoming future and influence successful governance models. "Critical Insights From A Practitioner Mindset" is eminently readable and covers management practices in the government field and the efforts of the Gulf Cooperation Council (GCC) countries and the United Arab Emirates government. The book is key reading for both practitioners and decision-making authorities. Key Features: Is highly practical and easy to read. Comprehensive, detailed and through theoretical and practical analysis. Covers issues, and sources rarely accessed, on books on this topic. The Author: Dr Al-Khoury is the Director General (Under Secretary) of the Emirates Identity Authority: a federal government organisation established in 2004 to rollout and manage the national identity management infrastructure program in the United Arab Emirates. He has been involved in the UAE national identity card program since its early conceptual phases during his work with the Ministry of Interior. He has also been involved in many other strategic government initiatives in the past 22 years of his experience in the government sector. Contents: The new digital economy: Emerging markets and digital economy: building trust in the virtual world Biometrics technology and the new economy: a review of the field and the case of the United Arab Emirates E-government practices: PKI in government digital identity management systems An innovative approach for e-government transformation PKI in government identity management systems PKI technology: a government experience The role of digital certificates in contemporary government systems Identity and access management: Optimizing identity and access

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management (IAM) frameworks Towards federated identity management across GCC: a solution's framework Contemporary identity systems implementation: Re-thinking enrolment in identity schemes Targeting results: lessons learned from UAE National ID Program"

Volume 15 of Comparative Public Administration, titled Research in Public Policy Analysis and Management, offers a four-part approach that includes comparative public administration, administrative development and development administration, institutional management, and new public management and reforms. These elements discuss the fundamentals of public administration in detail while also investigating the changes that occur in administrative institutions. *Discusses the fundamentals of public administration *Investigates the changes occurring in administrative institutions *Includes content about international organizations

In deze vierde businessroman van Eli Goldratt zien we hoe het management van een groot ERP-softwarehuis worstelt met de enorme druk die er door de beurs op hen gelegd wordt. Groeien met 40%, elk jaar opnieuw. Hoe is die groei vol te houden terwijl de markt van grote prospects verzadigd begint te raken?

Problemen genoeg: implementaties worden complexer, de responstijd wordt langer, het aantal bugs in de software neemt toe in plaats van af. Dan wordt Scott, de directeur van het ERP-software-bedrijf op het matje geroepen bij een van zijn grootste klanten: de 'return on investment' van het ERP-systeem is onvoldoende. Via een onderzoek en bezoeken bij hun meest tevreden klant komen ze erachter waar ze de oplossing moeten zoeken. Noodzakelijk, maar niet

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voldoende beschrijft perfect de problemen van de zeepbelcultuur die door overspannen verwachtingen van de beurs is ontstaan rond hightech bedrijven. Een absolute aanrader voor iedereen die kapitalen heeft uitgegeven of gaat uitgeven aan de implementatie van IT-systemen. Eliyahu M. Goldratt is een van de meest vooraanstaande managementfilosofen van dit moment en wordt internationaal erkend als baanbreker in de ontwikkeling van nieuwe managementconcepten en -systemen.

A collection of theoretical and practical contributions to the modelling of business processes as the key to success for today's companies and organisations. The book thus serves to exchange new ideas in the field while, at the same time, identifying as yet unsolved problems and proffering possible solutions.

Featuring contributions from prominent thinkers and researchers, this volume in the "Advances in Management Information Systems" series provides a rich set of conceptual, empirical, and introspective studies that epitomize fundamental knowledge in the area of Business Process Transformation. Processes are interpreted broadly to include operational and managerial processes within and between organizations, as well as those involved in knowledge generation. Transformation includes radical and incremental change, its conduct, management, and outcome. The editors and contributing authors pay close

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attention to the role of IS organizations and information technologies in facilitating business process transformation. Each chapter places major emphasis on clearly articulating the "knowledge" generated, both theoretical and applied. The book incorporates case studies and tables throughout, and provides fundamental grounding for any stakeholder of business process transformation.

A well-reasoned critique of massive corporate restructuring and its almost inevitable failure, with a workable multistage procedure to help corporate management rise from the rubble and re-create more workable organizations.

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