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Appendix: BPR Toolbox Knowledge Base

Elements to manage Organisational Re-engineering

Masters Degree Dissertation in Industrial Engineering

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April 2000

Keywords: Balanced Scorecard; Benchmarking; Benefits Cases; Best Practices; Business/Enterprise Architectures; Business Process Re-engineering; Change Management; Economic Value Adding; Project Management; Implementation Drivers.

This is an Index page to Articles, Downloaded WebPages, PowerPoint Training Presentations and Various Reports related to this dissertation (most of these were used as references).

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|---------------------------------------|---|---|---------------------------------------|
| 1. EVA Opportunities | 2. BPR Methodology | 3. Best Practices | 4. Balanced Scorecard |
| 5. Project Management | 6. Implementation Drivers | 7. Business Architectures | |

[Training material: PowerPoint presentations and Word reports](#)

- | | | | |
|---|--|---|---|
| BPR & Team training | Methods & Approaches | Best Practices & Case Studies | Templates & Word docs |
|---|--|---|---|

Downloaded HTML WebPages and Adobe format Articles: [Applications & Documents/Acrobat3/Reader/AcroRd32.exe](#)

1. Economic Value Added opportunities related Information	
<p>Engineering Economy terminologies Including a definition of Economic Value Adding (EVA) and other terms <i>Go to Benefits Case related training material</i></p>	<p>Engineering Economy Manual SECTION I This section introduces the concepts of Causality, Reference Plan, cash flow diagrams, time value of money and related formulae and some of the resultant economic evaluators.</p>
	<p>Engineering Economy Manual SECTION II This section uses discrete start of period capital and end of period expenses to introduce, illustrate and work out examples for the following items, using discrete time value of money concepts from Section I.</p>
	<p>Engineering Economy Glossary</p>
<p>Lexicon top campaign</p>	<p>Lexicon descriptions of economic BPR benefits</p>



2. Business Process Re-engineering Methodology related Information	
Drivers and Tracers for BPR by the Helsinki School of Economics <i>Go to BPR methodology related training material</i> <i>Go to BPR tools related training material</i>	<u>Business Process Re-engineering Key Aspects, Scope and depth of BPR</u> <u>Empirical Study</u> Experiences of BPR projects
Massachusetts Institute of Technology's Centre for Co-ordination Science looks at an approach to perform process analysis, identify workflow, and SW to support processes	<u>Tools for inventing organisations: Toward a handbook of organisational processes</u> This paper describes a novel theoretical and empirical approach to tasks such as business process redesign, enterprise modelling, and software development
An Introduction to workflow by GFI	<u>Workflow Technology</u>
3. Benchmarking and Best Practices related Information	
<u>Brecker Associates: achieving Maximum Value Performance</u> Descriptions of Best Practices, methods, tools and interventions used to achieve dramatic improvements in customer satisfaction, process productivity, and PROFITS. Based on strategy planning, optimisation techniques and aggressive team-oriented approaches that are used to enhance organisational performance and capability	<u>6 Sigma methodologies</u>
	<u>Customer 6 Sigma Case Study</u>
	<u>Business Value Planning</u>
	<u>Creating Design to Manufacturing Value</u>
	<u>Business Value Tools.</u>
	<u>Design Value Tools</u>
	<u>Training / Facilitation</u>
	<u>Value-Adding Ideas</u>
	<u>Cost Reduction</u>
	<u>Benchmarking</u>
<u>Siemens top+ award</u> A programme to promote the sharing of Best Practices between its Business Units and regional companies world-wide. <i>Go to Best Practices & Case Studies presentations</i>	<u>Business driver scorecards</u>
	<u>Portfolio optimisation</u>
	<u>Cutting costs</u>
	<u>Increasing sales</u>
	<u>Asset management</u>
	<u>Improving quality</u>
	<u>Accelerating innovation</u>
	<u>Target agreement</u>
	<u>Best practice sharing</u>
	<u>Malcolm Baldrige National Quality Award</u>
European Foundation for Quality Management	<u>EFQM Excellence Model</u>
4. Organisational Strategy and Balanced Scorecard related Information	
<u>Balanced Scorecard</u> Explanations, discussions and examples of the Balanced Scorecard <i>Go to Balanced Scorecard related training material</i>	<u>A Guide to the Balanced Scorecard: Performance Management Methodology</u> by US Department of Commerce
	<u>Demystifying the Balanced Scorecard</u> A CorVu whitepapers with a clear and concise explanation of the Balanced Scorecard which discusses its origins, attributes and what it accomplishes for the enterprise.



	Automating the Balanced Scorecard A CorVu whitepapers with a non-technical discussion of the capabilities necessary to automate a Balanced Scorecard system.
	Business driver scorecards Balanced Scorecard explained by the Siemens top+ award programme

5. Project Management related Information

The Project Management Institute's PMBOK	The Project Management Body of Knowledge (PMBOK)
<i>Michael Greer's</i> Project Management website <i>Go to team related training material</i>	The New Project Manager's support Pyramid: A Framework for PM Training & Support
	20 Key Project Manager Actions and Results
	14 Key Principles for PM Success

6. BPR Implementation related Information

Drivers and Tracers for BPR implementation A Study on 32 Case Studies of BPR projects	Drivers and Tracers of Business Process Changes by the Helsinki School of Economics
A review by the Gartner Group on the impact of BPR and the most effective techniques	Review of BPR by Gartner Group (in Adobe PDF format)
CorVu whitepapers explaining IT approaches to Business Performance Management	Business Performance Management - A Data Warehousing Application- CorVu Explains the relationship between Business Performance Management and data warehousing. Business Insight Beyond OLAP CorVu Corporation discusses several critical success factors to consider when selecting a performance management solution.
An Introduction to workflow by GFI	Workflow Technology (in Adobe PDF format) A description of Workflow and its use in business

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IFIP-IFAC Task Force, 1998	Generalised Enterprise Reference Architecture and Methodology (GERAM) Version 1.6.2
Zachman Institute for Framework Advancement (ZIFA) Framework Articles	Enterprise Architecture: The issue of the century The Framework for Enterprise Architecture
Yves Pigneur from Université de Lausanne analyse the use of information and communication technologies (ICTs) by companies adopting new organisations paradigms for reaching their strategic objectives.	A framework for designing new information systems A 3-by-3 matrix framework with two dimensions.

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BPR Training Material (PowerPoint presentations)	Managing Change
	Running Effective Meetings
	Brown Paper Training Material
	RACI chart training
	KPI overview
	Success factors for BPR projects



	PDR-Visual Factory Training
	Generic Onboarding Training Pack
Teamwork Training Material (PowerPoint Presentations)	Unleashing the Potential of Teams
	Culture change through teamwork
	Team Building & Problem Solving
	Coaching & Feedback
BPR and Supply Chain Methodologies (PowerPoint Presentations)	Gemini Methodology - N Munday
	Re-engineering Back to Basics - R Absil
	Implementation Methodology for a Supply Chain system
	Systems Architecture Design methodology by CapGemini
	Benefits Case Methodology
Balanced Scorecard Approach & examples (PowerPoint Presentations)	Balanced Scorecard
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	Supply-Demand balancing by Gemini
	Supply Chain Best Practices by Gemini
	Supply Chain Performance Metrics (Gemini-LondonShop)
	Supply Policy objectives
	Service Level Agreement Overview
	Procurement Best Practices
	Inventory management Best Practices
	Logistics & Transportation best practices
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	ICN Value Chain presentation
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	Charter template
	Meeting Templates
	Brown Paper masters
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	Flash Report templates
	360 Review form Template
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	Methods to manage BPR projects
	How Jack Welch transformed GE
	Sietel Top+ Team Award report

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