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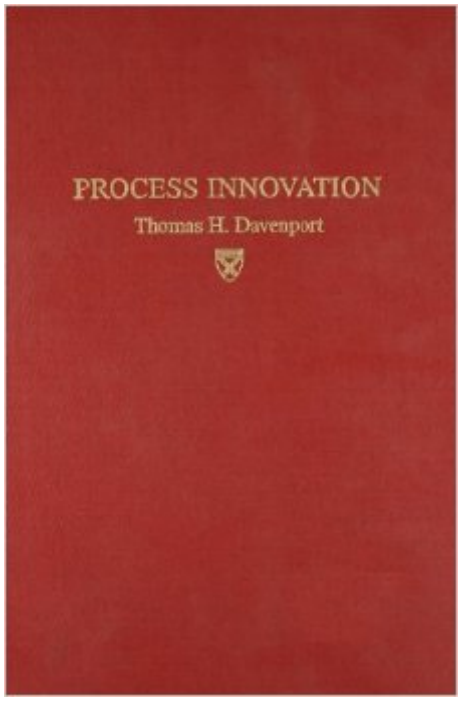
Process Innovation: Reengineering Work Through Information Technology



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Synopsis

The business environment of the 1990s demands significant changes in the way we do business. Simply formulating strategy is no longer sufficient; we must also design the processes to implement it effectively. The key to change is process innovation, a revolutionary new approach that fuses information technology and human resource management to improve business performance. The cornerstone to process innovation’s dramatic results is information technology--a largely untapped resource, but a crucial "enabler" of process innovation. In turn, only a challenge like process innovation affords maximum use of information technology’s potential. Davenport provides numerous examples of firms that have succeeded or failed in combining business change and technology initiatives. He also highlights the roles of new organizational structures and human resource programs in developing process innovation. Process innovation is quickly becoming the byword for industries ready to pull their companies out of modest growth patterns and compete effectively in the world marketplace.

Book Information

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Customer Reviews

Davenport presents a practical roadmap for process improvement and process innovation which I have found very useful as a practitioner. Although not prescriptive, the text provides practitioners with useful very insights which can form the basis of an organisation’s business process innovation/improvement methodology.

Thank You to Tom Davenport.This is a wise author who wrote a great book in the early 90's. It was eclipsed a bit by Hammer and Champy's "reengineering the corporation." It has never been given the press it rightfully deserves. I read this book in 1997 and have found it to be useful over and over again. This is a book of important business insights regarding process improvement through technology. Keep in mind that the book was written prior to the internet becoming mainstream. This author saw the future and wrote about it before it happened on a wide scale.Any business person can draw from the wealth of knowledge in this book.The book is a must read for business analysts, managers, and project leaders in the Information Technology field.This book, Hammer and Champy's book, Books by H James Harrington, and some of the newer Six Sigma books can form a great curriculum for those professionals undertaking process improvement initiatives in their companies.Change is constant. When will process improvements cease to be needed? This book looks at the dynamics of process innovation/change and how it pervades organizations.In economic downtimes, innovation can spur growth. Leaders in companies can improve their competitive advantage through process innovations and benefit from the efficiencies and savings gained through process improvements.

This is a well-written book on the subject of process or business reengineering. It is written in a non-technical language, wastes few words, and covers the entire spectrum of topics that are essential to a successful reengineering effort. The discussions place a significant emphasis on the role that information or computer technology play today in the reengineering effort, particularly how this technology can facilitate the overall effort. I found the book largely sticking to the overall thread however at times it did become a wee bit academic to flip through the sections. All in all, a very good read.

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