

An Enhanced Workflow Reengineering Methodology for SMEs

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ABSTRACT

Business process reengineering (BPR) is not just the program of business process improvement, but it improves the operations of the business process as a whole. Workflow Reengineering Methodology (WRM) is comprehensive, covering the process improvement effort from the identification of a need for change to the final implementation and maintenance of the improved workflow. Our research has proposed an enhanced methodology of WRM to suit small and medium enterprise (SME). A conceptual model of BPR for SMEs has been proposed and applied in a case study collaborated with a cargo company di Malaysia. The architecture of the integrated system was designed to proof the practicality of the model specifically for SMEs environment. In this case study, the priorities of the company were the improvement in administration, customer services and operations divisions. Improvement of the operation in these three divisions was implemented by introducing a computerized system that focuses on the improvements in the effectiveness of the speed of processing time, cost efficiency and

human resources as well as an increase in level of customer service. The case study shows the proposed enhanced WRM is appropriate and practical for SMEs.

KEYWORDS

Workflow Reengineering Methodology (WRM), Business process reengineering (BPR), architecture design, SME, conceptual model

1 INTRODUCTION

Nowadays the business environment has become so fiercely competitive that it needs strong relationships between the customers and leading production, manufacturing, and service companies. Unfortunately, many such companies are still experiencing various problems for their competitiveness in the world market and fulfilling customers' demands. This phenomenon occurs because of several reasons. The first reason is when the companies are not well prepared to face rapidly changing

