

20) The authors list six key elements of reengineering. Pick any three and describe their contribution to the reengineering effort.

Answer: The six elements are:

1. Critical processes - focus on core business processes to reengineer, leave normal processes to incremental improvement
2. Strong leadership - senior executives must actively support reengineering or the effort will fail
3. Cross-functional teams - the team must be composed of each functional area affected by the change
4. Information technology - a primary enabler; most reengineering projects design processes around information flows
5. Clean slate philosophy - discard the old way of doing things and consider the way the customer wants to deal with the company
6. Process analysis - the reengineering team must understand things about the current process, how it performs, and have a grasp on the performance metrics

Difficulty: Moderate

Keywords: process reengineering, redesign, rethinking

Learning Outcome: Discuss operations and operations management as a competitive advantage for the organization

AACSB: Application of Knowledge

Learning Obj.: Compare and contrast the two commonly used strategies for change, and understand a systematic way to analyze and improve processes.

2.6 Defining, Measuring, and Analyzing the Process

1) Flowcharts, service blueprints, and process charts are effective for defining and measuring processes.

Answer: TRUE

Difficulty: Easy

Keywords: flowchart, process definition

Learning Outcome: Discuss the total cost of quality and compare the common methods of managing quality

AACSB: Application of Knowledge

Learning Obj.: Discuss how to define, measure, and analyze processes.

2) In a swim lane flowchart, the line of visibility is used to separate the process steps in view of the customer from those hidden from view of the customer.

Answer: FALSE

Difficulty: Moderate

Keywords: swim lane flowchart, service blueprint

Learning Outcome: Discuss the total cost of quality and compare the common methods of managing quality

AACSB: Application of Knowledge

Learning Obj.: Discuss how to define, measure, and analyze processes.

3) A service blueprint is a flowchart of a service process that shows which of its steps has high customer contact.

Answer: TRUE

Difficulty: Moderate

Keywords: service blueprint, service process, flowchart

Learning Outcome: Discuss the total cost of quality and compare the common methods of managing quality

AACSB: Application of Knowledge

Learning Obj.: Discuss how to define, measure, and analyze processes.

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