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Master's thesis
Licentiate's thesis
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| Title | Identifying and solving issues in a manufacturing company with the Business Process Re-design approach | | |
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Abstract

There has been a shift within organizations towards a more process centered view during the last decade. This shift has forced many organizations to rethink their processes to sustain competitiveness. Business Process Re-design (BPR) is an approach that can be used when embarking on a business process development project. There are five concepts at the core of BPR that drive any BPR initiative forward. These components are: fundamental, radical, dramatic, processes and change. Organizations can choose which of the concepts are emphasized more during the re-design process.

This thesis was written on assignment for a global manufacturing organization. More precisely this study was limited to researching only one department of the organization. The research problem was to create control points to certain phases in the order management processes of the organization to enhance the performance of the personnel in the department. The research problem was divided into two sub-problems: 1) What challenges occur in the order management process? and 2) Where to create the control point(s) in the selected process?

Qualitative and quantitative research methods were used. More focus was allocated for the results received from the qualitative research. The findings from the research were that there are some issues with the order management process of the organization and these issues have to be solved. A to-be –model where the order management process control points were introduced was created. This also included describing the key assignments that had to be done to implement the control points and sustain them. These assignments were related to training of personnel and customers and committing the top management.

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| Key words | business process re-design, business process re-engineering, BPR, business process |
| Further information | |