FOREWORD

Reengineering has become a common and widespread concept in most Business Case study. The Reengineering Buzzword struck the business community in the late 80’s. As we know, the 80’s era is wartime between US industrial leadership with Japan. At that time, some believe that Reengineering is the answer for US industry to get over Japanese manufacturer leadership with their quality movement. Reengineering is born in the cradle of the industrialization era. This concept is not new but it is mature and still relevant in today business environment. This concept is the result of the never-ending quest for improvement in business environment.

In the other side, we live in the information era. The needs of information technology become more and more crucial and essential to many company. Information Technology had change the way we do business, no question about it. It’s allowing us to conduct business faster with higher precision. But it’s also bringing disaster if we miscalculate the IT investment. Many company miscalculate their IT investment. Their IT implementation only drain their resource and drawn their business attention far from their core competence. Why these situations occur? I believe because there is a gap between business process design and IT infrastructure design. Other reason is because the business process design and IT design was not rarely have different goals, orientation and lack of integration.

Based on Hammer and Champy books (1993), Information Technology is the decisive reason why a company conducted Reengineering. Therefore, reengineering should bridge the gap between IT and Process design. Reengineering methods used in this thesis facilitate and consider the Information technology as a means to achieve dramatic, radical and fundamental process improvement. This thesis also used IT as a tool to facilitate the reengineering research.

Nevertheless the real question is still relevant. WHY BOTHER? Why we are working so hard try to invent and improve this concept? Why are we reengineering our Business Process? Why we do it in the first place?