

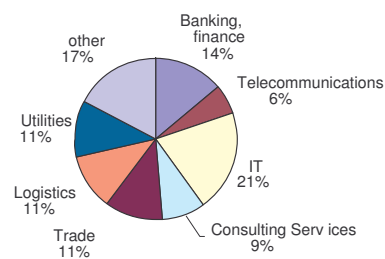
Process Management in Czech Republic

*Václav Řepa,
Department of Information Technologies
FIS PUE*

Process Management in Czech Republic

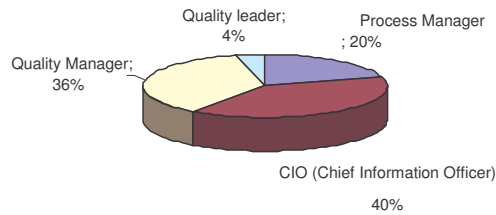
- ❑ Survey made under the grant No: 402/05/0228 (Czech Science Foundation), May - June 2005
- ❑ Mostly middle enterprises.
- ❑ Almost all attendees realise their business even abroad or/and are join-ventures.

Attendees according to their industry



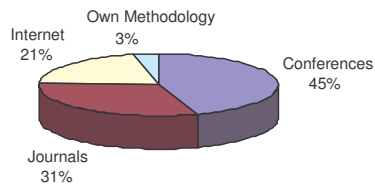
Process Management in Czech Republic

Responsibility for Process Management



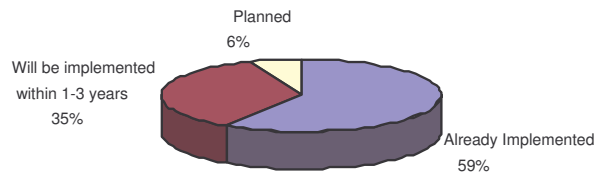
Process Management in Czech Republic

Process Reengineering Information Resources



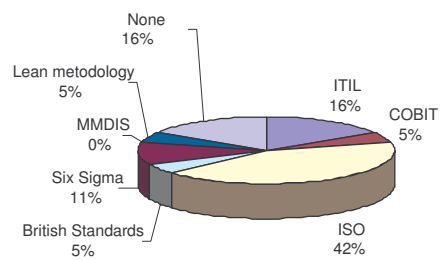
Process Management in Czech Republic

Process Management Status



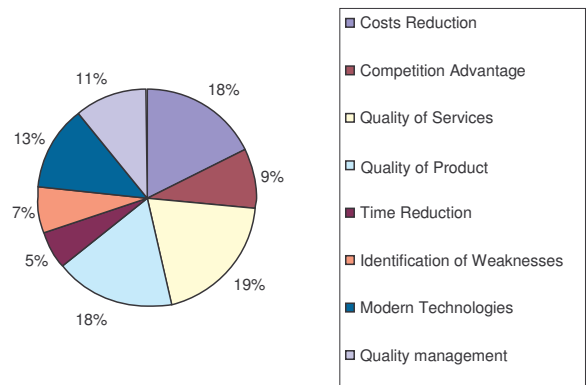
Process Management in Czech Republic

Process Management Methodology



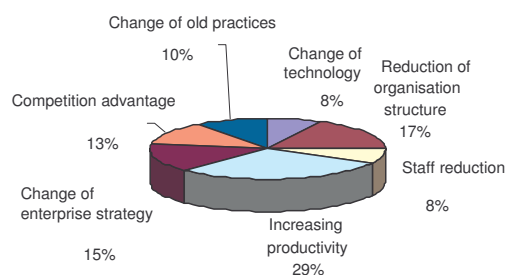
Process Management in Czech Republic

Reasons for Process Management



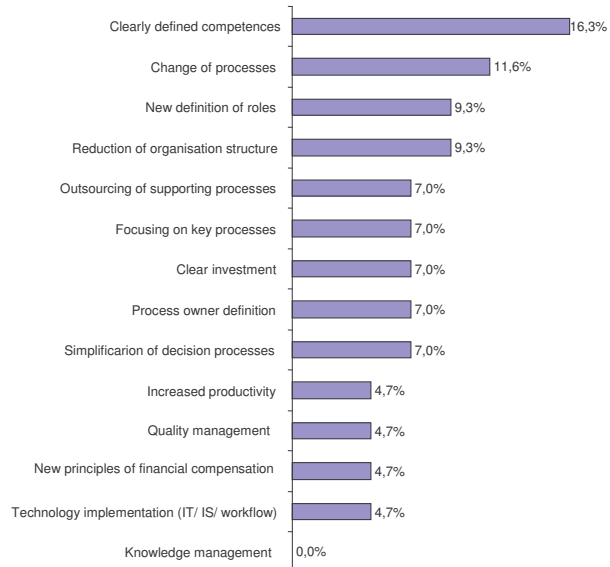
Process Management in Czech Republic

Main Value of reengineering



Process Management in Czech Republic

Benefits of process change



Process Management in Czech Republic - conclusions -

- Middle-size enterprises** with the activity abroad.
- Information about the BPR mainly from **conferences and journals**.
- Over 50%** of attendees **already finished BPR project**, others are planning it.
Over 50% of attendees use **outsourcing** (not only IT services).
- BPR mainly connected with **quality of services / product** and with **ISO standards**. Cost reduction at the third place.
- BPR project length partially depends on the size of organization, BPR regarded as a **continuous process**.
- Main benefit from BPR is the clear definition of **roles and competences**, and thus **optimal organisation structure**.
- Project team (5-10 members) consists of **independent consultants** as well as **employees** – experts in the organisation environment. Organisations are mostly satisfied with consultants.
- BPR methodology** selected in the project preparation stage, it is mainly recommended by consultants.
- Project are mostly managed via **Steering Committee** using project communication standards.
Key success factors of the project are: **good project manager, sufficient support from top management**. Key project activities are the **assessment of the project size, project goals, and design of processes**.
- It seems that organisations do not neglect the **change of the culture**.

Process Management in Czech Republic

Detail survey results will be accessible at the address:

bpr@panrepa.org

The survey will be periodically repeated. Survey results will be accessible at the address:

<http://bpr.panrepa.org>

Thanks to:

- the Czech Science Foundation for the financial support
- Jana Zámečníková for the technical as well as professional help