Table of contents

- Prologue: Reengineering for the Twenty-first Century (p. 1)
- 1 The Crisis That Will Not Go Away (p. 9)
- 2 Reengineering: The Path to Change (p. 34)
- 3 Rethinking Business Processes (p. 53)
- 4 The New World of Work (p. 69)
- 5 The Enabling Role of Information Technology (p. 87)
- 6 Who Will Reengineer? (p. 106)
- 7 The Hunt for Reengineering Opportunites (p. 122)
- 8 The Experience of Process Redesign (p. 139)
- 9 Embarking on Reengineering (p. 153)
- 10 One Company's Experience: Duke Power (p. 165)
- 11 One Company's Experience: IBM (p. 185)
- 12 One Company's Experience: Deere (p. 202)
- 13 Succeeding at Reengineering (p. 221)
- **Epilogue** (p. 235)
- Frequently Asked Questions (FAQs) (p. 237)
- **Index** (p. 247)