

# Business Process Redesign: Why is it needed?

**Business Process Redesign (BPR) involves in-depth study and analysis of prevalent workflows in an organization and their redesign to optimize costs and productivity.**

## WHEN DOES BPR BECOME NECESSARY?

**Speed:** The speed at which the process operates is extremely slow due to redundancy and manual labour

**Flexibility:** The process does not factor in non-perfect flows and exceptions creating a back-log of pending issues that do not have proper visibility and resolution.

**Lack of Centralized Governance:** When the sub-processes are disconnected and there is no end-to-end monitoring and control over the entire workflow.

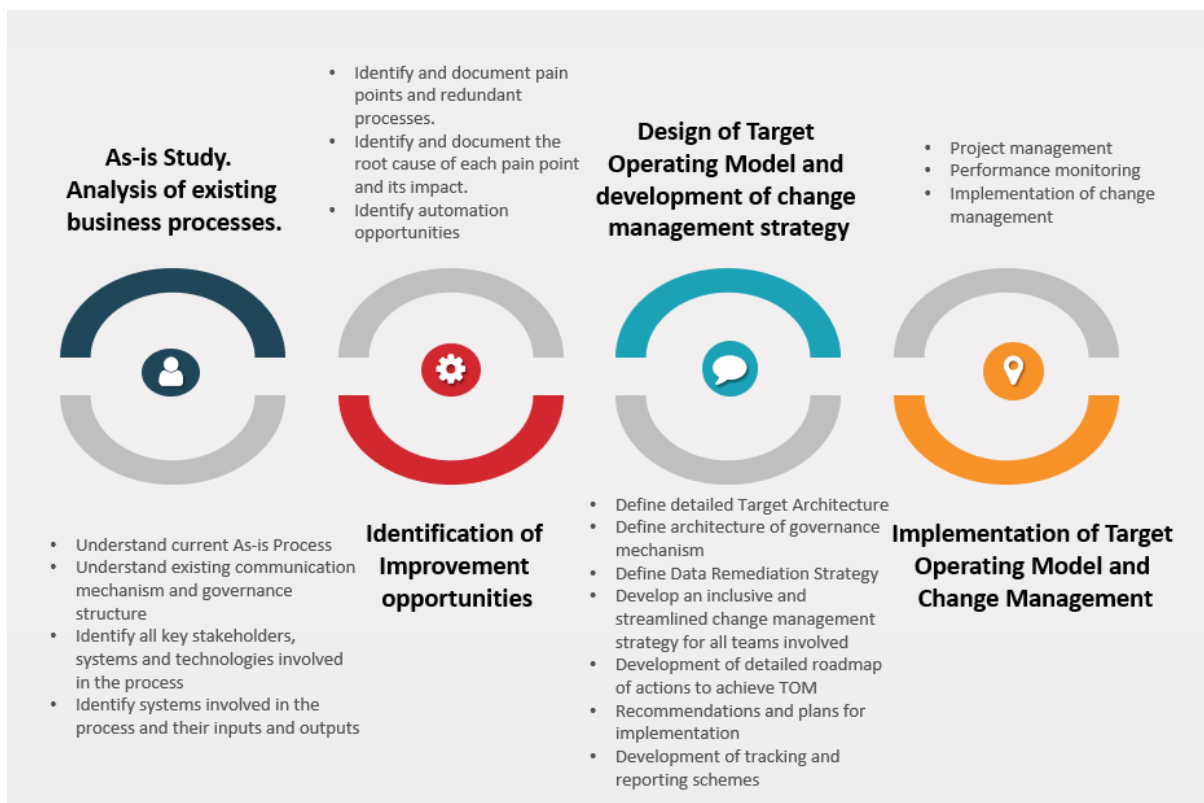
**Quality:** The quality of products/service is getting severely impacted due to inefficiencies and bottlenecks.

BPR involves discovering how business processes currently operate, how to redesign these processes to eliminate redundant effort and improve efficiency, and how to implement the process changes to gain effectiveness.

Business models are either defined in the current state of the process through the “as is” model, or through a concept of what the process should become, resulting in a “to be” or “**Target Operating**” model.

By studying the difference between the current and target state, known as a **gap**, we can determine if the existing business processes and information systems are reliable or if reengineering is required to correct problems or improve efficiency.

So how to fill this gap? The following image illustrates the 4 typical stages of business process redesign.



## Example:

Unimas supported the world's leading FMCG company to streamline and correct their shipment documentation requirement capture process after they had enabled digitization.

The goal was to ensure the unique documentation requirements for the approx. 20,000 monthly shipments, are available in a timely manner or ahead of time.

In order to make the E2E process successful, a thorough study of the current process and identification of pain points was necessary. Establishment of a Control Tower to monitor and facilitate dispute resolution was critical to subsequently achieve a Perfect Process based Target Operating Model.

Follow this link to access the complete case study:

<https://unimasconsulting.com/knowledge-center>

Over time, information technology has grown into a significant aspect of reengineering. Many consider it key to enabling new forms of working and collaboration within an organization. But proper process design, implementation and change management is essential to create synergy between Technology, People and Process.

Focus on the quality of the processes! In the end, you increase the quality you offer to your customers by redesigning and improving your business processes.