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# Business Process Reengineering and its Relevance in the Asia Pacific Region

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# **Business Process Reengineering and its Relevance in the Asia Pacific Region**

**Panel Chair:** Chun Kwong Han, IMPACT, Universiti Pertanian Malaysia, Malaysia

**Panelists:** George DiNardo, Citibank, Asia Pacific Consumer Banking, Singapore  
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## **Abstract**

Business Process reengineering (BPR) is currently attracting immense interest in the Asian countries as a means of achieving dramatic improvements in organisational productivity and increasing competitiveness in the international marketplace. It is widely presented as the manifesto for the organisations of the future, and could therefore have a significant impact on the development of Asian societies. This panel will analyse critically the conceptual underpinings of the BPR models and methodologies; their practical applications in Asian countries; and the need to adapt existing models and methodologies to different cultural and societal contexts.

Suggested specific topics to be addressed are:

- (1) BPR concepts, process orientation, drivers of organisational change, IT as enabler, team working and empowerment;
- (2) experiences of multinational corporations and local organisations;
- (3) critique of BPR concepts such as the dominant technological paradigm, mechanistic metaphor, scientific/engineering approach to structuring organisations and societies;
- (4) balancing "engineering" and "social" approaches to BPR, how the "balance" can be achieved in successful Asian cases - implications for emerging BPR models and methodologies.