

# CONTENTS

	<b>Introduction</b>	<b>1</b>
1	<b>The Crisis That Will Not Go Away</b>	<b>7</b>
2	<b>Reengineering—The Path to Change</b>	<b>31</b>
3	<b>Rethinking Business Processes</b>	<b>50</b>
4	<b>The New World of Work</b>	<b>65</b>
5	<b>The Enabling Role of Information Technology</b>	<b>83</b>
6	<b>Who Will Reengineer?</b>	<b>102</b>
7	<b>The Hunt for Reengineering Opportunities</b>	<b>117</b>
8	<b>The Experience of Process Redesign</b>	<b>134</b>
9	<b>Embarking on Reengineering</b>	<b>148</b>
10	<b>One Company's Experience—Hallmark</b>	<b>159</b>
11	<b>One Company's Experience—Taco Bell</b>	<b>171</b>
12	<b>One Company's Experience—Capital Holding</b>	<b>182</b>
13	<b>One Company's Experience—Bell Atlantic</b>	<b>193</b>
14	<b>Succeeding at Reengineering</b>	<b>200</b>
	<b>Epilogue</b>	<b>215</b>
	<b>Index</b>	<b>217</b>