

BUSINESS PERFORMANCE SERIES

Prosci's Best Practices in Business Process Reengineering

The definitive collection of business process design resources



"Probably the most powerful and simple and grounded methodology I've seen for communicating business ideas."

Meredith M., Director of Training, Earthlink

Effective project support from beginning to end

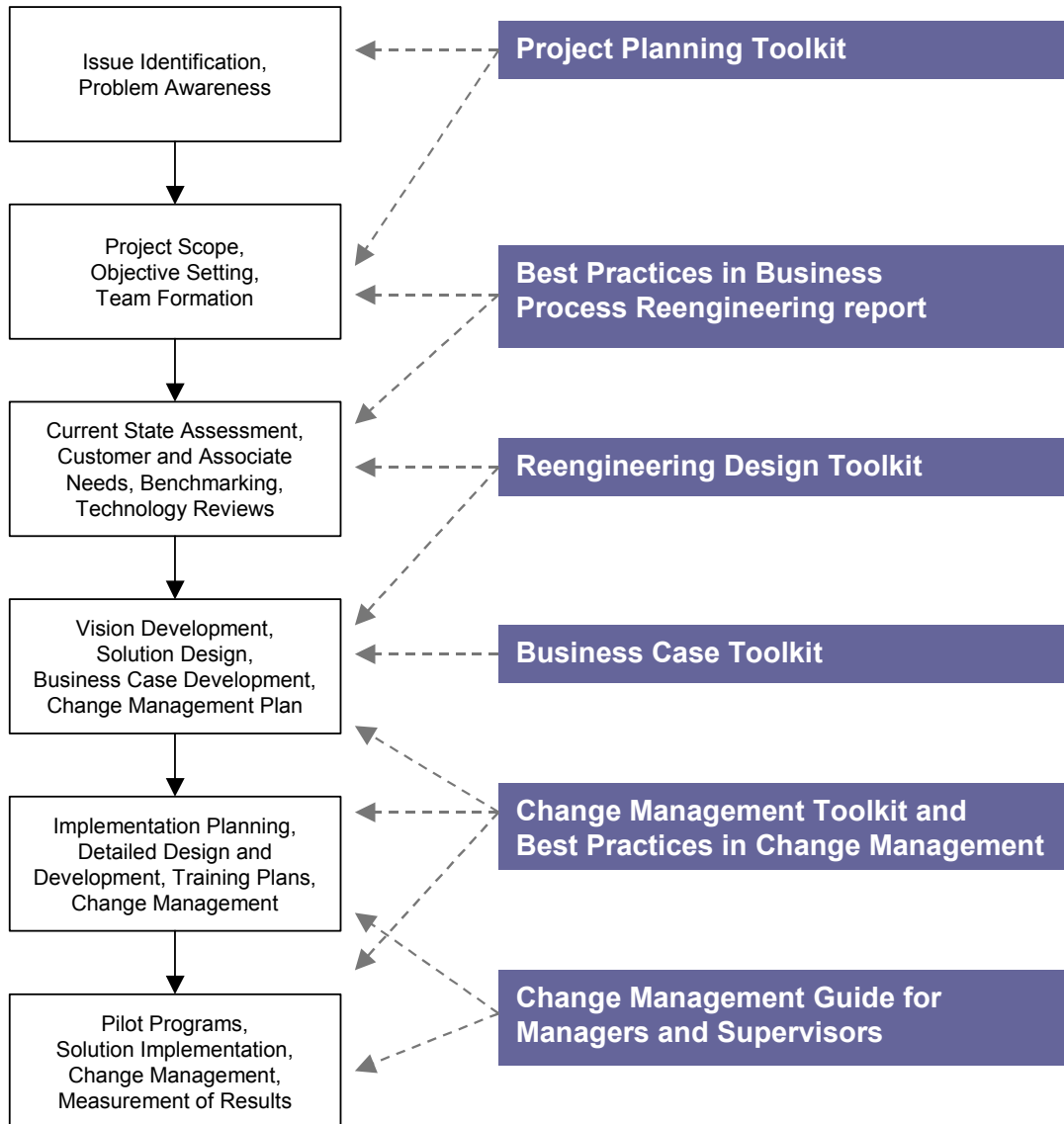
- project planning
- learning and benchmarking
- solution design
- business case development
- change management



Resource guide

Your project stage

Prosci Toolkit Series support system



The Reengineering Series toolkits are designed to get your project started quickly and to help you avoid missing any key steps. Each toolkit comes complete with guidelines, checklists, worksheets and templates.

\$149

Style: journal
Pages: 34
Figures: 46
Tables: 7

Best Practices in Business Process Reengineering and Process Design

327 companies share best practices in business process reengineering

Best Practices in Business Process Reengineering and Process Design is a benchmarking report detailing the critical aspects of effective BPR and solution design. Study participants include team members, team leaders, consultants and management sponsors from 51 countries.



Table of Contents

Study participants
Executive summary
Processes being redesigned
Business drivers
Project lessons
Project startup
Team selection
Using consultants
Change management
Communication techniques
Engaging top management
Approach and methodology
Business case
Implementation factors
Benefits and results
Appendix

Sample of participants:

Allstate
AutoZone
Best Buy
Booz Allen Hamilton
City of Milwaukee
Daimler Chrysler Services
Department of the Army
Duracell
EDS
Edward Jones Company
European Business
Consultants
FedEx
GE Capital
Goodyear Latin America
Intuit
Johnson Controls Ltd.
Kraft
Lafarge
Level 3
Motorola
PricewaterhouseCoopers
Public Works Agency
Qantas Airways
Saab Cars USA
Tyson Foods
University of Missouri

Key findings from this report:

- The need to reduce cost/expense was the most frequently cited business driver for reengineering projects.
- The top activity that project teams would do differently on the next project is to use more effective change management.
- Projects that were driven or heavily supported by top management were more likely to meet expectations.
- The planning stage, where scope and roles were set, was the most important phase in the project.
- Resistance to change within the organization was cited six times more often than any other as the number one obstacle to successful implementation.

\$189

Style: binder & CD-ROM

Pages: 79

Templates: 4

Worksheets: 5

Project Planning Toolkit

Templates and guidelines for new projects and startup activities

The *Project Planning Toolkit* incorporates the findings from 327 companies worldwide on how to start and implement a successful business process reengineering project. The toolkit contains templates and guidelines that will help you prepare a complete and professional project plan.

The toolkit is ideal for:

- Project leaders responsible for forming a team and starting a new project
- Project leaders who are framing their project, setting objectives and selecting an approach for their project
- Consultants and project leaders who want to capitalize on best practices and take advantage of lessons from other companies

Table of Contents:

1. Project plan guidelines
2. Methodology selection
3. Team selection
4. Readiness checklist
5. Project plan template



The Project Planning Toolkit enables you to:

- Develop a complete project plan
- Articulate key business issues and clarify project objectives and scope
- Select the right project team members
- Design an effective methodology and approach for your project
- Effectively engage consultants
- Gain support from key business leaders

Call to order at 970-203-9332 or 800-700-2831 (Toll free within USA)

or order online at www.prosci.com

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\$389

Style: binder & CD-ROM

Pages: 152

Templates: 22

Activities: 6

Reengineering Design Toolkit

Templates, checklists and guidelines for benchmarking, learning from others and designing the best solution

Based on research with over 600 BPR teams, the *Reengineering Design Toolkit* describes the key steps for business process reengineering and solution design – providing step-by-step guidelines, exercises and checklists for:

- Preparing and organizing your team for business process design
- Conducting research with your customers and employees
- Benchmarking with other companies and uncovering new technology
- Creating the key concepts and guiding principles for your solution
- Designing the new process, organization and technology solution
- Organizing and presenting your solution to key business leaders and your organization

Learn from more than 600 project teams



This toolkit is designed to help you:

- Benchmark for best practices
- Incorporate the "voice of the customer"
- Move your team into the future and create a vision for world-class performance
- Design the solution (processes, systems, organizational design)

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\$289

Style: binder &
CD-ROM
Pages: 170
Checklists: 3
Template: 1
Worksheets: 3

Business Case Toolkit

How to create a compelling business case for change and develop a complete cost and benefit analysis

The *Business Case Toolkit* is the most comprehensive resource available for writing an effective business case - designed to enable you to write a business case that concisely presents the benefits of change, assess the financial impact of your solution including the Net Present Value (NPV) and Return on Investment (ROI) and ultimately secure funding for your project.



“The Prosci Business Case Toolkit is an outstanding resource ... in an easy-to-understand and easy-to-use format.”

Jeanenne LaMarsh
LaMarsh and Associates
Author of *Changing the Way We Change*

Job aides:

- The **Business Case Guidelines** provide descriptions and tips for each section of the business case.
- The **Cost and Benefit Analysis Worksheet** gives processes, checklists and models for identifying and quantifying your project's benefits.
- The toolkit provides a complete **Business Case Template** for quick and complete development of the business case document.



\$349

Style: binder & CD-ROM
Pages: 234
Templates: 14
Worksheets: 12
Assessments: 6
Figures: 34

Change Management Toolkit

*A leader's guide for preparing
and implementing change management*

Prosci's *Change Management Toolkit* contains templates and guidelines to help you effectively employ change management and write a complete and professional change management plan. Complete assessment tools and implementation guidelines will help you implement your change management strategy.

Prosci's Change Management Toolkit includes checklists, templates and assessments on CD-ROM for ease of use on your project.

Preparing for change

Utilize the most up-to-date assessment tools to prepare a change management strategy.



Managing change

Templates, guidelines and checklists help you create effective change management plans including your communication plan, training plan, sponsor roadmap and resistance management strategy.



Reinforcing change

Celebrating successes, diagnosing resistance and reinforcing change will make your change management process complete. Use the popular ADKAR model to manage employee resistance, resolve conflicts and identify corrective action steps.

Why use Prosci's change management process:

- ⇒ Utilizes best-practices research with more than 1000 companies world-wide.
- ⇒ Provides a best-of-the-best change model and structured process that is independent of any single company or vendor.
- ⇒ Designed as a proactive process to accelerate change and manage resistance before problems arise.
- ⇒ Provides tools, templates and checklists that are integrated into an easy-to-use framework for managing change at all levels from top executives to front-line employees.
- ⇒ Is based on a knowledge-transfer model that allows you to build internal change management competency.

Project implementation support

A recent study with 327 BPR teams asked the question:

If you had the chance to do your project over, what would you do differently?

The number one response from these teams was:

“utilize an effective and planned change management program.”

Human resistance remains the number one barrier to project success. Effective organizational and individual change management directly correlates to project success.

Change management products

Anyone involved in business change	Change Management: the People Side of Change (book) – a solid foundation in change management perspectives, theories, activities and practices. This new book explains “why” change management is a core competency in today’s business world and “what” change management really means in your day to day business operations.	\$19 paperback
For project teams and sponsors	Best Practices in Change Management (report) – this benchmarking report presents comprehensive findings from 288 companies on their experiences and lessons learned in change management. This report makes it easy to learn change management best practices and uncovers the mistakes to avoid when creating executive sponsorship.	\$169 report
	Change Management Toolkit (binder and CD) – a leader’s guide that contains templates and guidelines to help you effectively employ change management and write a complete and professional change management plan. Assessment tools and implementation guidelines will help you implement an effective change management strategy.	\$349 binder and CD-ROM
For managers and supervisors	Change Management Guide for Managers and Supervisors (binder and CD) – detailed guidelines and exercises to help managers support their employees through the change process. It provides answers to frequently asked questions and gives managers the tools and templates to engage front-line employees and be effective change agents.	\$189 binder and CD-ROM
For impacted employees	Employee’s Survival Guide to Change (book) – a handbook to help employees survive and thrive during change - answers frequently asked questions and empowers employees to be effective change agents with the ADKAR model.	\$14.95 paperback

About Prosci

Prosci is the leading provider of handbooks, toolkits and benchmarking reports in the field of business process reengineering and change management. Prosci has worked with over 1000 organizations in more than 54 countries on benchmarking and research-related projects in change management and business process reengineering. This research creates the foundation for the most complete set of change management products on the market today. Prosci hosts the Change Management Learning Center and BPR Learning Center, with more than 50,000 registered members world-wide.

Product guarantee: Prosci stands behind every product with a 100% satisfaction guarantee – no exceptions. If you are not completely satisfied, return the product for a complete refund. Only shipping charges are non-refundable.

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