

1.

- a. Briefly explain what is meant by 'radically redesigning' a business processes. (10 mark)
- b. "**Business Process Reengineering is not merely automating the business processes.**" Do you agree with the above statement? Justify your answer. (10 mark)

2.

- a. It is believed that changing the mindsets of the employees is one of the most difficult things to do when reengineering the business processes. Discuss how a company can overcome this problem. (10 mark)
- b. Briefly explain why empowerment is important for an organization. (10 mark)

3.

- a. Discuss the role of a Chief Information Officer (CIO) in process reengineering. (10 mark)
- b. Explain the importance of primary and supportive activities of a value chain and elaborate on how a value chain analysis can be useful when reengineering the business processes. (20 mark)

