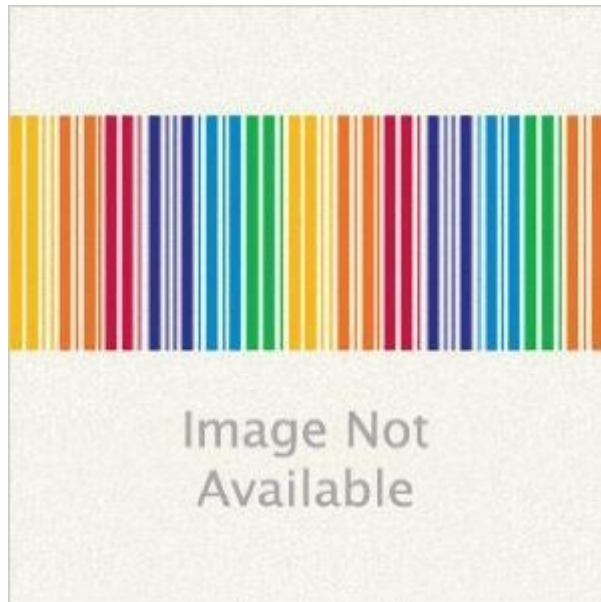


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Automating Business Process Reengineering: Breaking The TQM Barrier



Synopsis

This volume introduces concepts designed to augment Total Quality Management (TQM). It discusses process engineering, the application of systems analysis techniques to the study of human processes and Computer Aided Process Re-engineering (CAPR) technology.

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