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Nota di contenuto	Cover; Contents; List of Contributors; Chapter 1 - The Reengineering Revolution? An Introduction; Chapter 2 - Now Where Were We?' BPR Lotus-eaters and Corporate Amnesia; Chapter 3 - Dedicated Followers of Fashion: BPR and the Public Sector; Chapter 4 - 'Such stuff as dreams are made on': BPR Up Against the Wall of Functionalism, Hierarchy and Specialization; Chapter 5 - Reengineering the Food Chains: A Systems Perspective on UK Supermarkets and BPR; Chapter 6 - Business Process Reengineering and The New Organization' Chapter 7 - What About the Workers?: BPR, Trade Unions and the Emiseration of LabourChapter 8 - BPR and TQM: Divergence or Convergence?; Chapter 9 - Management as Magic: Reengineering and the Search for Business Salvation; Index
Sommario/riassunto	This text reviews the significance of the business process reengineering trend for management practice. The authors show how term and practice shaped the adopted policies of downsizing restructuring and emphasis on process rather than task.

