

Testing Hammer and Stanton's Reengineering Success Diagnostic

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Abstract

Business Process Reengineering (BPR) is no longer referenced in academic literature with the regularity that it was in the heady days of the mid-nineties but it is still in use in Australian organisations. We are also changing processes radically as new software is implemented and the lessons of reengineering can be applied to these process changes.

This study makes three main contributions by: (1) investigating the organisational context prior to the embarkation on projects of major change in Australia, (2) testing the validity of a diagnostic proposed by Hammer and Stanton (1995) to be used when assessing the success of reengineering, and (3) examining the impact of the organisational environment prior to change on the outcome of reengineering projects.

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