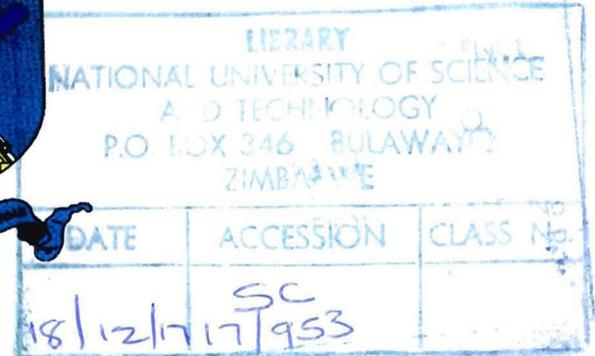


# National University of Science & Technology

## Faculty of Applied Science



## Department of Computer Science

## MSc Information Systems

### **An Assessment of the Impact of Business Process Reengineering on Enterprise Resource Planning Systems in the Manufacturing Industry: Case of PPC Zimbabwe.**

Student Name: Constance Takarusenga

Student Number: N01521969P

Supervisor: Mr K.R. Chilumani

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## **Abstract**

Success in this highly competitive economy has seen organisations being forced to revisit their business processes. The speed of development and rapid changes in the information technology sector and increasing customer expectations is making business leaders to be forced to consider business process reengineering in the value chains. Enterprise resource planning systems are not widely used in Zimbabwe as expected yet they have so many advantages. The combination and relation between business process reengineering and Enterprise resource planning results to business improvements. Business process reengineering is the radical redesign of business processes to achieve dramatic improvements in productivity, cycle times, quality and profitability. This study primarily discusses the steps that are involved in business process reengineering which focuses on understanding the organisational processes and opportunities for redesign and reviews the literature by different scholars who offer different definitions, tools and techniques .It also focuses on the factors that influence the use of business process reengineering on enterprise resource planning systems. The study took a positivism approach and both quantitative and qualitative methodologies were used and adopted stratified random sampling. A conceptual framework was formulated and variables were operationalised from the literature. Business process reengineering is one of the innovations in management science for the radical change of processes and organisational structure that support them to optimize work flows for profitability.