



Beyond Reengineering: How the Process-Centered Organization is Changing Our Work and Our Lives

By Michael Hammer

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Reengineering has captured the imagination of managers and shareholders alike, sending corporations on journeys of radical business redesign that have already begun to transfigure global industry. Yet aside from earning them improvements in their business performance, the shift into more-process-centered organizations is causing fundamental changes in the corporate world, changes that business leaders are only now beginning to understand. What will the revolutions final legacy be? *Beyond Reengineering* addresses this question, exploring reengineering's effects on such areas as:

Jobs: What does process-centering do to the nature of jobs? What does a process-centered workplace feel like?

Managers: What is the new role of the manager in a process-centered company?

Education: What skills are vital in the process-centered working world, and how can young or inexperienced workers prepare?

Society: What are the implications of process-centering for employment and the economy as a whole?

Investment: What are the characteristics of a successful 21st-century corporation?

An informed look at one of the most profound changes to ever sweep the corporate world, *Beyond Reengineering* is the business manual for the 21st century.

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