Want to Read Up On Engineering? A Reengineering Bibliography

Charles P. Seeley

Articles and books from this partial list are available by calling the phone numbers listed after each one.


11. “Re-Engineering: Redesigning Systems and Jobs,” by Ray Terlaga. *Inside DPMA*, November 1992, pp. 11, 13. This article approaches reengineering from the perspective of socio-technical systems theory which examines the social and technical systems in an organization, as well as the interaction of the workers with those technical systems. 708/825-8124

12. *New Partnerships For Managing Technological Change*, by Nancy H. Bancroft, John Wiley & Sons, 1992. A thorough discussion of organizational and technological change, presented from the perspective of socio-technical systems theory. This is a “how-to” manual for those embarking on a change process.* 212/850-6000 (general) or 212/850-6336


17. “Does Reengineering Really Work?” by Jeff Moad, *Datamation*, August 1, 1993, pp. 22-28. Ok, so maybe reengineering is not so easy after all. This article takes a brief look at the difficulty of reengineering, the high failure rate, and what some companies have done to succeed.

18. “Re-engineering pay off at Cigna,” by Thomas Hoffman, *ComputerWorld*, August 9, 1993, p. 70. This article reports on the impressive results that Cigna is achieving from an effort to reengineer one of its customer service operations, even though the effort is only about one-third completed.

19. *AT&T Reengineering Handbook*, developed by the AT&T Quality Process Center, AT&T Quality Steering Committee, 1991. A comprehensive presentation of the AT&T reengineering methodology, which is based on AT&T’s Total Quality Approach.


23. “A New Life For Purchasing,” by Meghan O’Leary, *CIO*, May 1, 1993, pp. 32-41. This article discusses what several organizations have done to reengineer their purchasing operations. 212/631-1405


* Highly recommended by Charles P. Seeley.