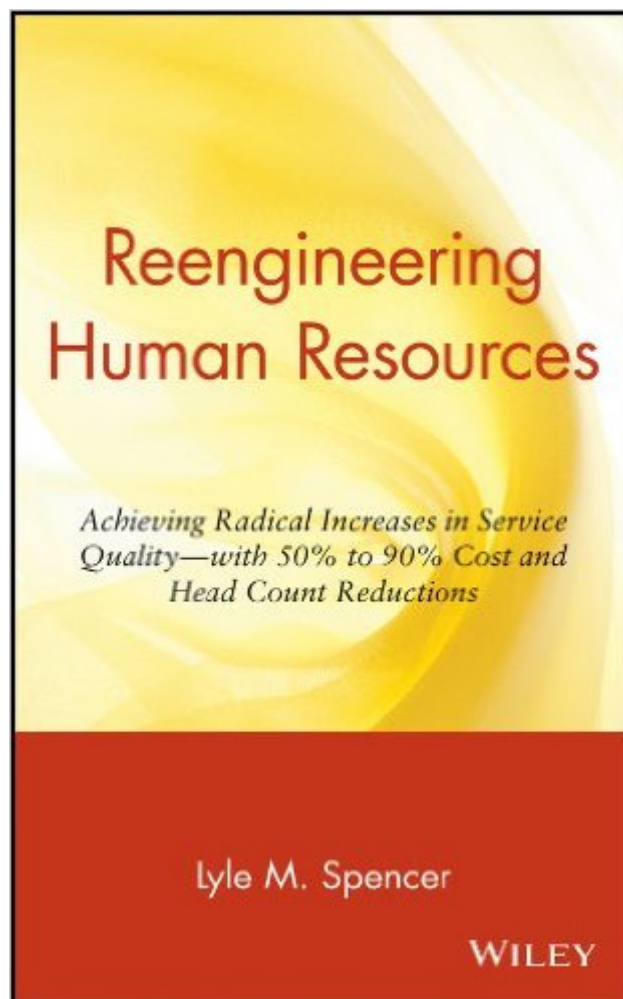


The book was found

# Reengineering Human Resources: Achieving Radical Increases In Service Quality--with 50% To 90% Cost And Head Count Reductions



## Synopsis

A survival guide to the human resources reengineering revolution Sparked by the new information technologies, a revolution is about to take place in the way human resource services are organized, staffed, and delivered. To prepare HR professionals for these radical changes, Reengineering Human Resources provides a comprehensive guide to the basic concepts, processes, and technologies that are driving this change. In a clear, concise presentation illustrated with numerous real-life examples, this unique book gives the reader:

- \* A detailed primer on the new information technologies, including specific human resource uses of the personal computer, interactive information systems, CD-ROMs, personal digital assistants, networks, and more
- \* An explanation of the basic concepts of reengineering, how it can be implemented, and how to weigh costs and benefits--complete with work flow graphics and spreadsheet templates
- \* Detailed advice on staffing--the competencies HR professionals will need in order to succeed and how employee competencies will change with reengineered work
- \* Specific cases of how human resource functions will be performed after reengineering, including examples of recordkeeping, succession planning, performance management, training and development, employment practices, and more

Human resources management is on the brink of radical transformation and the instrument of that transformation is information technology. Starting with this provocative premise, Reengineering Human Resources offers human resource professionals an eye-opening introduction to the changes that are about to affect the organization, staffing, and delivery of human resource services. For those who are prepared to take full advantage of the new technology, it will mean dramatic increases in productivity and impressive decreases in cost, as well as vastly improved services and greater client satisfaction. In a real sense, the field of human resources is undergoing a revolution. Written by management expert Lyle M. Spencer specifically for human resource professionals, this book shows how new technologies, reengineered work processes, and retrained employees will bring about this revolution. Although it assumes no technical expertise, Reengineering Human Resources brings the reader up to speed on the latest hardware and software applications, including personal computers, interactive voice response systems, personal digital assistants, CD-ROMs, expert systems, information networks, and much more. Not just a description of these changes, this important book provides complete "how-to" instructions for reengineering, including activity-based costing, value analysis, and work flow charting. It describes the radical new approaches to organizing work made possible by combining traditional work analysis methods with advances in information technology. Specific cases of reengineered human resource functions, including recordkeeping, employee health care benefits, performance management, training,

compensation, and labor relations are illustrated with real-life examples. An entire chapter describes the ways employee competencies will change in the reengineered organizations and jobs of the future. Information on implementing these changes explains how to calculate both the costs and benefits of reengineering. Timely, authoritative, and compelling, *Reengineering Human Resources* offers human resource professionals the opportunity to shape the future of their workplace and their profession.

## **Book Information**

Hardcover: 256 pages

Publisher: Wiley; 1 edition (August 30, 1995)

Language: English

ISBN-10: 0471015350

ISBN-13: 978-0471015352

Product Dimensions: 6.4 x 0.8 x 9.4 inches

Shipping Weight: 1 pounds (View shipping rates and policies)

Average Customer Review: 5.0 out of 5 stars [See all reviews](#) (3 customer reviews)

Best Sellers Rank: #5,526,268 in Books (See Top 100 in Books) #30 in [Books > Computers & Technology > Programming > Software Design, Testing & Engineering > Reengineering](#) #4757 in [Books > Textbooks > Business & Finance > Human Resources](#) #14770 in [Books > Business & Money > Human Resources > Human Resources & Personnel Management](#)

## **Customer Reviews**

This book draws on studies conducted by many colleagues from McBer and company, Hay management Consultants as information technology is transforming HRM. This book provides us with complete "how to" instructions for reengineering and description including activity-based costing, value analysis and work flow changing. You can understand how to calculate both the costs and benefits of reengineering. Was this review helpful to you?

This book opens a bright and clear way to resource management for the cyber decade. It helps us to open our eyes to new environment with its rapid changes forced by Information technologies and prevent our losses and damages by reengineering our staff.

Describes how information technology is impacting the human resources function and how to reengineer work processes and retrain staff accordingly. Examines current hardware and software

applications. Includes a team readiness questionnaire. Recommended for all human resource executives.

[Download to continue reading...](#)

Reengineering Human Resources: Achieving Radical Increases in Service Quality--with 50% to 90% Cost and Head Count Reductions The Food Service Professional Guide to Controlling Restaurant & Food Service Operating Costs (The Food Service Professional Guide to, 5) (The Food Service Professionals Guide To) The Food Service Professional Guide to Controlling Restaurant & Food Service Food Costs (The Food Service Professional Guide to, 6) (The Food Service Professionals Guide To) Managing Hospitality Human Resources with Answer Sheet (AHLEI) (5th Edition) (AHLEI - Hospitality Supervision / Human Resources) The Black Count: Glory, Revolution, Betrayal, and the Real Count of Monte Cristo Food Service Menus: Pricing and Managing the Food Service Menu for Maximun Profit (The Food Service Professional Guide to Series 13) Civil Service Exam Secrets Study Guide: Civil Service Test Review for the Civil Service Examination (Mometrix Secrets Study Guides) Managing Human Resources: Productivity, Quality of Work Life, Profits Proceedings of the Fourth European Conference on Software Maintenance and Reengineering: Reengineering Week Zurich University of Zurich, Switzerland February 29-March 3-March 2, 2000 Achieving TABE Success In Language, Level E Workbook (Achieving TABE Success for TABE 9 & 10) Nursing: Human Science And Human Care (Watson, Nursing: Human Science and Human Care) Radical Focus: Achieving Your Most Important Goals with Objectives and Key Results The Miracle Morning for Writers: How to Build a Writing Ritual That Increases Your Impact and Your Income (Before 8AM) Perfect Mothers Get Depressed: Why trying to be perfect, not speaking up, and always trying to please everyone increases your risk of postpartum depression Weapons of Math Destruction: How Big Data Increases Inequality and Threatens Democracy Reengineering .NET: Injecting Quality, Testability, and Architecture into Existing Systems (Microsoft Windows Development Series) Bread Illustrated: A Step-By-Step Guide to Achieving Bakery-Quality Results At Home The ITSM Process Design Guide: Developing, Reengineering, and Improving IT Service Management RSMeans Concrete and Masonry Cost Data 2016 (Rsmeans Concrete/Masonry Cost Data) Cost Management and Control in Government: A Proven, Practical Leadership Driven Management Approach to Fighting the Cost War in Government (Managerial Accounting Collection)

[Dmca](#)