

Business Process Redesign

Business Process Redesign (BPR)

Business Process Redesign is one of the Installation Management Command's key initiatives in support of Army Business Transformation. BPR will evaluate and potentially redesign the way services are delivered on installations by enabling efficiency, effectiveness, customer satisfaction, consistency and reduced operational costs associated with the delivery of services on garrisons. BPR is separate and distinct from the IMCOM Lean Six Sigma (LSS) initiative. Although both initiatives leverage LSS tools and techniques, the LSS initiative is staffed primarily with internal resources while the BPR initiative is staffed primarily with contractor resources.

As of January 2007, IMCOM business processes are executed across 117 IMCOM-managed Army garrisons and include both service delivery and service delivery management processes. IMCOM manages the execution of business processes, each of which is comprised of a series of integrated activities which, when executed, result in the delivery of a base support service to a constituent on an Army Garrison.

Since the BPR pilot projects studying the "Manage Minor Construction" and "Provide Electrical Services" business processes began in late 2007, BPR contractors have completed five data collection site visits. The pilot sites were selected by the IMCOM region directors to represent a broad cross-section of IMCOM garrisons worldwide. The primary objective of the pilot projects is to evaluate the contractors' performance, methodologies and their recommendations for implementing business process alternatives to make service delivery more efficient and effective. Based on the outcome of the pilot projects, a determination will be made whether to move forward with subsequent projects, potentially bundling larger groups of business processes for study and improvement.

More information about the BPR program such as FAQs, site visit schedules and briefings can be found on the Army Knowledge Online BPR Web site, <https://www.us.army.mil/suite/page/491445> (AKO username and password required).