

Abstract

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A framework for BPR Deployment in Higher Education Institutions in Developing Countries

Higher education (HE) contributes significantly to a nation's future by enhancing the learning and ability of young adults. Trends such as globalization of the education industry and boundryless markets have become more popular and Higher Education Institutions (HEIs) should be adapted to respond to the need of the global market. However, to compete efficiently it necessitates that all HEIs be relevant to the economy and industry requirements. With a high level of competition, and competencies being imitated by other organizations, HEIs can no longer rely on what they consider their strengths. HEIs function similarly to any other business organizations and therefore the tools used by most business organizations can be implemented by them too. Several improvement tools and techniques such as change management, total quality management, downsizing, restructuring, benchmarking, business process reengineering (BPR), design and systems development and process mapping have been adopted by businesses in various industries to sustain growth and to achieve gains in service and costs. The HEI, in pursuit of improved performance and quality can use any all of the above-mentioned approaches to overcome inefficiencies Developing countries (DCs) have little competitive potential in the globalized world. Thus, DCs have the greatest need for academic institutions that can contribute to national development, produce research relevant to local needs, and participate in the strengthening of civil society. This paper focuses on the impact of using BPR as a tool for improving efficiency and performance in HEIs in Egypt. It examines the challenges of implementation of BPR in HEIs to improve performance and position itself for international competition and proposes a framework for implementation. A case study is also presented.