Dedication

I dedicate this work to

My father Balla, my mother Ekhlas , my sisters Fawa ,Hiba, my brothers Husham, Mohammed, My fiance , Dr.Wisal and My teacher **Prof: Izz al-Din Mohammed Osman**.

An all that have inspired me to do this work.

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ملـخص البحـث

تهدف هذه الدراسة الـي تطـبيق مفهـوم الهنـدرة والـتي تعنـي إعـادة النظـر وإعادة التصميم للعمليات الإدارية لتحقيق تحسينات في مقاييس الأداة التي تشــمل التكلفة والجودة والخدمة والسرعة, وتوفير الجهد والقوي البشـرية الـذي نجـم عـن هذه الممارسة الروتينية والتقليدية للأعمال دون مراجعة أو إعادة التفكير والإبـداع ، وتقليـل الأخطـاء ، وتقـديم خـدمات أفضـل للعملاء، ومـن ناحيـة أخـري إن التطـور والتنوع التكنولوجي السريع وتأثيره القوي علــى العمليـات الإنتاجيـــــة والخدميـة في جميـع القطاعـات وللاسـتغلال الأمثـل لهـذه التكنولوجيـا الحديثـة أصبــح لزامـاً وجـــود إدارة حديثة تهتم بدراسة وتحليل وتصميم نظم العمليات المتكاملـة وكيفيـة إدارتـها وتطويـــــــر الموارد الإنتاجية والبشرية و المعلوماتية في جميع القطاعـات .

ولقد استخدمنا في هذه الدراسة تطبيق يسمي البيزاجي وهو يعد مــن أشــهر البرامج المتخصصة فـي عمليـة الهنـدرة لسـهولة إسـتخدامه، والـذي يسـمح بعمـل نمذجة للأعمال وتنفيذها دون الحوجة إلي برنامج.

وعند مقارنته ببرنامج البونيتا نجد ان البونيتـا مفتوحـة المصـدر امـا الـبيزاجي فهوبسـيط أمــا اذا كنــت تريــد إســتخدامه بشــكل أوسـع فيتطلــب منــك شــراء رخصة،وهذان التطبيق يمكن الحصول عليهم تحميلهم من النت ، بشكل عام يمكــن إستخدام المودل مع كلتا التطبيقين لتطوير أي سوفتوير، وفي كلتا التطبيقين يمكن تمثيل العملية الموجودة بصورة معيارية بحيث تكـون واضـحة للمؤسسـة ، وتسـمح للمشاركة من قبل الإداريين في المؤسسة.

Abstract

This study aims to apply the concept of reengineering which means reviewing and re-designing of management processes to achieve improvements in the basic measures that include the cost, quality of service, speed, the effort and manpower that resulted from the routine and traditional administration practice without much reviewing or rethinking, innovation, reduction of errors, or provision of better services to customers.

On the other hand, the rapid technological evolution and diversity have strong impact on the productive processes and services in all sectors .To utilize this new technology , it has to be synchronized with modern management which is concerned with the study , analysis ,design of integrated operational systems ,and the development of productive resources, and information technology in all sectors.

In this study, we used an application called bizagi. It’s a specialized program in process reengineering is popular for its ease of use. It allows modeling and implementing business without the need for programming. When compared with the program bonita, It’s an open source. While bizagi is simple and if more advanced use is needed a license can be purchased.

Both applications can be downloaded from the internet. Generally, the model in both applications can be used for development of any software. In both applications, the standard process can be represented specifically and clearly, allowing participation by the managers in the corporation.

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