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FACULTY OF COMMERCE
BUSINESS ADMINISTRATION SECTION

PROCESSES REDESIGN AS APPROACH TO IMPROVE PRODUCTIVITY
APPLIED STUDY IN DRUG PRODUCTION COMPANIES
PUBLIC BUSINESS SECTOR

THESIS SUBMITTED
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(1) RESEARCH PROBLEM:

The research problem is: The weak interest of -the production drugs companies for public business sector- to achieve redesign on processes, from the following elements, process management, process structure and Information technology structure.

(2) RESEARCH HYPOTHESES:

- 2/1. There is no significant relation between process management and process redesign / reengineering in the companies under study.
- 2/2. There is no significant relation between process structure and process redesign / reengineering in the companies under study.
- 2/3. There is no significant relation between information technology structure and process redesign / reengineering in the companies under study.
- 2/4. There is no significant relation between process redesign / reengineering and productivity level in the companies under study.

(3) RESEARCH OBJECTIVES:

This research aims to adopt studying of processes redesign as a method of improvement and development to achieve high total organization productivity.

As well as doing redesign on core process in companies which are studying to decrease cycle time and then increase productivity.

(4) RESEARCH SCHEME:

The scheme of research has required two approaches these are:

- * Studying the theoretical knowledge from references and periodicals.
- * Applied study through analysis of productivity data, questionnaire and notice time and motion study then redesign / reengineer for core process under study.

(5) RESEARCH RESULTS:

As the results of applied study, the principal results are:

- 1- The variables of process management is very important to the companies, hence, the original hypothesis that is related to process management is false.
- 2- The variables of process structure is very important to the companies, then, the original hypothesis that is related to process structure is false.
- 3- The variables of information technology structure is very important to the companies, hence, the original hypothesis that is related to information technology structure is false.

- 4- The variables of process redesign / reengineering is very important to the companies, then, the original hypothesis that is related to process redesign / reengineering is false.
- 5- Through time and motion study which is to be done on the process achieving order to produce drug (core process) that is under study, the researcher can be measure the efficiency of cycle time for this process where equal (52%) in Memphis company, equal (43%) in the Nile company and equal (56%) in the Kahera company for drug.
- 6- After doing redesign on core process through adaptation of information technology to the serve process, the efficiency of cycle time has become (73%) in Memphis and Nile companies and (69%) in Kahera company.
- 7- As a result of this the human resource productivity has been twofold for the core process and the cost decreased by (40%).

(6) RECOMMENDATIONS:

The researcher recommends that: the production drugs companies for public sector has to apply this approach of process redesign / reengineering; where consist of process management, process structure, information technology structure and process redesign / reengineering to improve productivity.

