

## The total process improvement: integration of business process reengineering and TQM

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### Abstrak

The concept of TQM and BPR focuses on process improvement and the implementation of process vision may take several years. Therefore, the commitment of the senior management is important to motivate the managers and employees who would make the changes work and curb their impatience during the long course of process improvement. Although the integration of TQM and BPR is ideal and may spread over a long period of time, it can be extremely beneficial to companies that are firmly committed to process management over long term. The improvement in the information technology in the coming years may make the integration of TQM and BPR more viable in terms of time and investment.