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# Information Technology Reengineering Distance Education Tilak

**what is business process design and why should i care?** - what is business process design and why should i care? : jay cousins and tony stewart rivcom ltd. 04/09/2002 page 4 of 4 major opportunities to increase value or drive down costs through radical process **outsourcing. the concept - storetap** - outsourcing. the concept 55 according to mark power, kevin desouza and carlo bonifazi, outsourcing is a strategic tool used by organizations to achieve competitive advantage. **concise dictionary of management terms - unitar** - a! absenteeism!  
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