
Editorial

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Biographical notes: Ivan K.W. Lai is an Associate Professor in the Faculty of Hospitality and Tourism Management at the Macau University of Science and Technology. He received his MBA degree in 1992 from the University of Strathclyde and PhD in Business and Management from the University of South Australia in 2003. He has over 20 years of industrial experience in the logistics and supply chain management. He has published many papers on the topics of ERP, IOS and SCM. His current research focuses on internet-based IOS, extended enterprise, ERP implementation, supply chain risk management, and action research in enterprise information systems.

Walter W.C. Chung is the Director of the Extended Enterprise Research Institute in Hong Kong. He is a retired Associate Professor at the Department of Industrial and Systems Engineering, The Hong Kong Polytechnic University. He graduated in Industrial Engineering and received MBA from UNSW Australia. He has been the Programme Leader of MSc in Industrial Logistics Systems. His research interests are in information systems and knowledge management for network enterprises. He is a recipient of the President's Awards for Achievement 1996/1997: Research and scholarly activities, he has successfully supervised research students up to the PhD level and published numerous research papers. He has been successful in research grants (HK\$7.1 millions) and is active in consulting with business and industry.

Business process improvement (BPI) is a systematic approach to help any organisation make significant changes in the way it does business. BPI can be done by implementing business process projects such as total quality management (TQM) and business process reengineering (BPR). However, many Chinese business practices differ from common international processes. The results of some BPI projects were below expectations. Hence, the concept and applications of BPI still needs to be researched further *from Chinese prospective*.

We are very pleased to select six articles for this special issue, written by researchers and practitioners of BPI from different part of the world. We provide a brief overview of the papers that appear in this issue.

The first paper by Liu and Chou aims to explore the important factors which affecting the implementation of restaurant information system into traditional Chinese restaurants. They use simple Delphi and analytic hierarchy process (AHP) methods to conduct the important factors and analyse the impact of various weights of these factors.

The second paper by Hsu and Peng presents a case study in Taiwan bank service industry. They adopt 7S framework to improve the call centre reforming process that explains how the call centre reforms from service oriented to profit oriented and from cost management to profit management.

In the third paper, Fady and Abd El Aziz apply a business process modelling method 'Riva' to understand the problem, clarify the organisational structure, and formalise the business process for an Egypt Company.

The fourth paper, Guo and Wu use text mining analysis to find out the challenges that Taiwanese enterprises in China faced from the Chinese Government's policy changes. They identify that the policy change of Labour Contract Law and the increased costs have larger effect on Taiwanese enterprises in China.

In the fifth paper, Yuen conducts questionnaire survey and interviews to obtain the critical elements of strategic procurement in the textile and apparel sourcing companies in Hong Kong.

The sixth paper, Mo presents five case studies in which companies focus on providing knowledge intensive engineering services to customers. He suggests that five-level communication framework can be used to assess the sustainability of the virtual enterprise.

This special issue is beneficial to anyone who is interested in the subjects of BPI. We hope you will find these scholarly works very interesting and useful. We hope you will enjoy reading the articles in this special issue as much as we have putting it together.

Acknowledgements

As the Guest Editors, we would like to take this opportunity to thank all the authors for the time and effort they spent in writing their papers. Besides, we would like to express our heartfelt gratitude to the referees who reviewed the papers and made valuable comments for improving the quality of the manuscripts. Finally, we would like to gratefully acknowledge the trust and support provided by Professor Lenny S.C. Koh, in collating this special issue on business process improvement from Chinese perspective.