

Business Process Re-engineering Discussion

1. Role-Play Dialogue (Approximately 10 minutes)

Characters:

- **Mr. Thompson (Corporate Planning Staff)**
- **Ms. Davis (Business Manager)**
- **Mr. Lee (Operations Manager)**

Dialogue:

Mr. Thompson: Thank you both for joining this discussion. We've been analyzing our current business processes, and it's clear that we need to enhance efficiency. If we re-engineer our processes, then we could significantly reduce waste and improve output.

Ms. Davis: I agree. Some of our workflows have become outdated. Streamlining approvals and automating repetitive tasks could lead to better performance. Have you identified any key areas to focus on first?

Mr. Thompson: Yes, one major bottleneck is in our procurement process. Orders take too long to be approved, causing delays in production. We could implement an automated approval system.

Mr. Lee: That makes sense. Additionally, our inventory tracking is manual, leading to frequent miscalculations. If we integrate a digital tracking system, then we could prevent stock shortages and excess inventory.

Ms. Davis: Those are strong suggestions. However, re-engineering processes requires investment. Have we estimated the cost and return on investment?

Mr. Thompson: Our initial estimates show that automation could cut operational costs by 20% within the first year. If we allocate resources wisely, then we can achieve long-term savings.

Mr. Lee: That sounds promising. I suggest we run a pilot project in one department before implementing changes company-wide.

Ms. Davis: Good idea. Let's draft a detailed proposal and present it to senior management next week.

Mr. Thompson: Agreed. If we present a strong case, then we could secure approval quickly. Let's get started.

2. Comprehension Questions and Sample Answers (Approximately 5 minutes)

1. What is the main topic of discussion in the meeting?

- The meeting focuses on re-engineering business processes to enhance efficiency.

2. What are two process improvements mentioned in the dialogue?

- Implementing an automated approval system and integrating a digital inventory tracking system.

3. What concern does Ms. Davis raise?

- She is concerned about the cost and return on investment of re-engineering processes.

4. What next step does the team decide on?

- They decide to draft a proposal and run a pilot project before full implementation.
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3. Teacher's Lesson Points (Concise Version)

Pre-Class Preparation:

- Review the dialogue, key vocabulary (re-engineering, efficiency, process), and grammar points (conditionals, modal verbs).

- Be ready to explain additional details related to the topic if needed.

Introduction (2–3 minutes):

- Begin with a discussion: “What are some common inefficiencies in business processes?”
- Introduce the lesson objectives: Improving fluency in discussing business improvements and understanding conditional statements.

Reading & Analysis (10 minutes):

- Have the student read the dialogue aloud.
- Emphasize pronunciation, intonation, and natural speech patterns.
- Highlight grammar structures (conditionals, modals).

Comprehension Check (5 minutes):

- Ask the comprehension questions and encourage detailed answers.
- Provide constructive feedback on vocabulary usage and grammar.

Role-Play Practice (Remaining Time):

- Conduct a role-play session where the student takes one role (e.g., Manager), and the teacher takes another (e.g., Corporate Planner).
- Encourage the use of targeted vocabulary and grammar.

Wrap-Up (2–3 minutes):

- Summarize key vocabulary and grammar points.
- Assign a homework task: “Write a short proposal outlining one business process that could be re-engineered in your company.”