

Erratum

This article has been withdrawn as it was published elsewhere and accidentally duplicated. The original article can be seen here: [10.1108/09604520010318263](https://doi.org/10.1108/09604520010318263). When citing the article, please cite: Darren McCabe, David Knights, (2000), "The human face of re-engineering in financial services", *Managing Service Quality: An International Journal*, Vol. 10 Iss: 2, pp. 74 - 78.