

Business Process Management

Credits	3
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Program	EMBA
Term and Academic Year	Term IV, 2020-2021

Introduction

Business Process Management (BPM) is the fundamental rethinking and radical redesign of business processes, to achieve dramatic improvements in critical, contemporary measures of performance such as cost, quality, service, and speed. BPM advocates that enterprises return to the basics and re-examine their very roots and aim for total reinvention. BPM redesigns strategic and value-added processes that transcend organizational boundaries. This course is to familiarize students with Business Process Management. Moreover, to improve productivity and reduce the cost of operations, many organizations automate their processes. The course would be useful who aspire to be Business Analyst/Consultant.

Student Learning Outcomes

On successful completion of the course, students will able to

- Understand basic concepts related to BPM
- Understand basic concepts related to BPA
- Deploy BPA Solution, including BPA tools

Required Textbook

- Fundamentals of Business Process Management - Marlon Dumas, Marcello La Rosa

*Session Plan

Sessions	Description	Study Material	Remark
1-3	<p>Course Introduction</p> <ul style="list-style-type: none"> • Demand and Supply • Maximize Profit (Efficiency, Effectiveness, Competitiveness, Sustainability) • Maximize Utility (Innovation) • Resource-Based View of Organization (Internal Analysis) • Industrial Organization Theory (External Analysis) • System's View of Business Organization - Leavitt's System Model • DIKW • Let Us Combine the Two – DIKW+ Leavitt's System Model • Function's View of the Organization • Process View of Business Organization • The Abernathy – Utterback Model, Ansoff, BCG, PLC • Setting the Context - Connecting the dots... • Riding on the First Wave • Riding on the Second Wave 	Handout	Case Study, Exercise, Tools, and Techniques
4-6	<p>Business Process Management – WHY</p> <ul style="list-style-type: none"> • Ford Accounts Payable Process • New Life Insurance Policy Application Process at Mutual Benefits Life Before Reengineering • Capital Holding Company - Direct Response Group • Queue Process • Taco Bell • Amazon Experience • Garbage Disposal 	Handout	Case Study, Exercise, Tools, and Techniques

	<ul style="list-style-type: none"> • Trolley Management • Allroad 		
7-8	Business Process Management – WHAT <ul style="list-style-type: none"> • Widely Accepted Meaning of Business Process • Good or Bad Business Process • Business Process – Preliminary and Detailed Definition • What features makes a business process good • Examples of Business Processes • Ingredients of a Business Process • Need of business processes 	Handout	Case Study, Exercise, Tools, and Techniques
9-13	<ul style="list-style-type: none"> • Process Identification of BPM Lifecycle • Steps of Process Identification <ul style="list-style-type: none"> ○ Designation <ul style="list-style-type: none"> ▪ Enumerate Main Process ▪ Determine Scope ○ Prioritization • Pitfalls of Process Identification • Reference Models for Business Process Identification • BPM Maturity Assessment 	Handout	Case Study, Exercise, Tools, and Techniques
14-20	<ul style="list-style-type: none"> • Business Process Modeling – BPMN Tool • Process Discovery • Process Analysis • Process Redesign • Process Implementation • Process Monitoring and Control 	Handout	Case Study, Exercise, Tools, and Techniques

***Evaluation**

- Class Tests: 20%
- Class Participation: 20%
- Assignment: 20%
- End-term: 40%

***Academic Integrity**

- **Attendance:** You will be marked ABSENT if you are not present in the classroom at the time of attendance. The attendance policy of the school will be strictly enforced.
- **Class Participation:** You are supposed to participate in the class discussion wholeheartedly. Use of any electronic device (mobile, laptop, and so on) is NOT permitted during the session. In case you are found using them, you would be awarded ZERO in class performance component of the evaluation.
- **Plagiarism:** Zero tolerance if any plagiarism is detected in the individual assignment. You will be awarded ZERO if plagiarism is detected in your assignment or individual project.
- **Assignment Submission Dates:** Students should strictly adhere to the deadlines for assignment submissions. No reason will be entertained if you miss the deadline.
- **Content of the Course:** The faculty may modify the course outline/evaluation composition at his discretion during the course.

***Tentative**