

**Title: Business Process Management****Catalog Description**

In this course students will be introduced to key concepts and approaches to business process management and improvement. The main focus of this course is on both understanding and designing business processes. Students will learn how to identify, document, model, assess, and improve core business processes. Students will be introduced to process design principles. The way in which information technology can be used to manage, transform, and improve business processes is discussed. Students will be exposed to challenges and approaches to organizational change, outsourcing, and inter-organizational processes.

**Learning Objectives**

Students will be able to:

- Model business processes
- Benchmark business processes performance
- Assess business processes performance
- Design business process improvements
- Understand the role and potential of IT to support business process management
- Understand the challenges of business process change
- Understand how to support and manage business process change
- Understand different approaches to business process modeling and improvement
- Understand the challenges and risk concerning business process outsourcing
- Use basic business process modeling tools
- Simulate simple business process and use simulation results in business process analysis

**Topics:**

- Challenges in managing business processes
- Approaches to business process management & improvement
- Understanding organizational processes
  - Business process definition and classification
  - Identifying core processes
  - Modeling processes
  - Documenting processes
- Process Assessment
  - Measuring performance
  - Benchmarking
  - Statistical techniques for process measurement
- Process Improvement
  - Process design guidelines and principles
  - Continuous process improvement
  - Change management
- Using IT for process management and improvement

- Business process improvement and modeling software
- Tools of business process simulation
- ERP Systems
- Organizational issues in business process management
  - Understanding the customer
  - Business process outsourcing
  - Managing processes that cross organizational borders

**Discussion**

- The course description does not identify specific approaches and methods for business process management and improvements, such as BPR, TQM, or Six Sigma. This will allow instructors and institutions to decide which specific approaches to cover.
- The demonstration of leading ERP systems such as SAP and their use in business process management is highly recommended.
- The use of case studies for discussion and reflection in this course is highly recommended.
- The use of group project in this course is highly recommended.
- The organization of an SAP Practicum can be considered.