

Business Process Management, BA291, Spring 2020

General Information

Instructor Information and Availability

Instructor name: Jessica Dunn
Phone number: 541-908-5405
E-mail address: dunnj@linnbenton.edu
Office hours: email
Office number: N/A (online instruction this term)

Course Information

Course name: Business Process Management
Section number: BA291
CRN: 41254
Scheduled time/days: M/W, 4:00 pm-5:50 pm
Number of credits: 4
Classroom: online (Zoom and Moodle)

Term Timeframe:

April 6th - June 12th

Prerequisites:

BA 101, Introduction to Business, and BA 275, Business Quantitative Methods

Course Materials

Required:

- Textbook: Service Management: Operations, Strategy, Information Technology, 9th Edition, Fitzsimmons & Bordoloi, McGraw Hill Inc., 2014, ISBN:978-1-259-78463-7
- Access to Moodle

Course-Specific Requirements

Use of Zoom. If you do not currently have a Zoom account, please go to the following link and log in using your LBCC email address and your Google password.

<https://linnbenton.zoom.us>

LBCC department assistance with Zoom:

classroomsupport-lb@linnbenton.edu or call 541-917-4672.

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Course Description

This course integrates management information systems with operations management and introduces a process-oriented view of the flows of materials, information, products and services through/across functions within an organization.

Student Learning Outcomes

- Model simple business processes in terms of people, activities, data, and materials.
- Recognize dependencies between business information and operational activities.
- Assess the documented business processes using key operations characteristics: efficiency, quality, flexibility, costs, customization, etc.
- Relate the characteristics of a business process with the process behavior through simulation.
- Diagnose problems and formulate improvements to observed processes and estimate the effects.
- Express and explain the concept of TQM total quality management and ERP enterprise resources planning.

Class Policies

Behavior and Expectations

Academic Integrity: Students will be held accountable to the [Student Code of Conduct](#), which outlines expectations pertaining to academic honesty (including cheating and plagiarism), classroom conduct, and general conduct. You will receive an F in the course if you are found to be involved in academic dishonesty (cheating, plagiarism, etc.).

LBCC Comprehensive Statement of Nondiscrimination: LBCC prohibits unlawful discrimination based on race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, marital status, disability, veteran status, age, or any other status protected under applicable federal, state, or local laws.

Veterans: Veterans and military personnel with special circumstances are welcome and encouraged to communicate these, in advance, to the instructor.

Center for Accessibility Resources: Students who may need accommodations due to documented disabilities, or who have medical information which the instructor should know, or who need special arrangements, should speak with the instructor during the first week of class. If you believe you may need accommodations, but are not yet registered with CFAR, please go to <http://linnbenton.edu/cfar> for steps on how to apply for services or call 541-917-4789.

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Guidelines for communication

Email, Moodle, and Zoom are acceptable. Phone should be used as last resort.

Use of cell phones/ laptops/ technology

Class will be primarily Zoom and email use. While on Zoom students are expected to follow [Student Code of Conduct](#).

Behavior in Class

Behavior in class must be professional always. People must treat each other with dignity and respect for learning to thrive. Behaviors that are disruptive to learning will not be tolerated and may result in grade penalties, students who are disruptive will be asked to leave Zoom session and/or may be reported to higher authorities.

Attendance/Tardiness Policy

Zoom Attendance: may be used to round up or down letter grades, it is highly encouraged that all online Zoom classes are attended in a professional manner.

Testing

Final exam may take place prior to finals week, students are responsible to follow syllabus updates, which will be communicated via Moodle or email from instructor.

Grading

Assignment(s): 50%
Mid-Term Exam: 20%
Final Exam: 30%

Final Grade Calculation:

- A = 90-100% Excellent Work
- B = 80-89% Good Work
- C = 70-79% Average Work
- D = 60-69% Poor Work
- F = 0-59% Failing Work

Letter Grade	Percentage	Performance
A	90-100%	Excellent Work
B	80-89%	Good Work
C	70-79%	Average Work
D	60-69%	Poor Work
F	0-59%	Failing Work

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Late Assignment Policy

Unless student requests and coordinates with instructor prior to assignment due-date, assignments turned in late will receive one letter grade automatic deduction. In case of illness, appropriate medical documentation must be provided to the instructor prior to assignment or exam deadlines being missed.

College Policies

LBCC Email and Course Communications

You are responsible for all communications sent via Moodle and to your LBCC email account. You are required to use your LBCC provided email account for all email communications at the College. You may access your LBCC student email account through Student Email and your Moodle account through Moodle.

Disability and Access Statement

Use one of three approved syllabus statements located on the [Center for Accessibility Resources Faculty Resources](#) webpage.

Statement of Inclusion

To promote academic excellence and learning environments that encourage multiple perspectives and the free exchange of ideas, all courses at LBCC will provide students the opportunity to interact with values, opinions, and/or beliefs different than their own in safe, positive and nurturing learning environments. LBCC is committed to producing culturally literate individuals capable of interacting, collaborating and problem-solving in an ever-changing community and diverse workforce.

Title IX Reporting Policy

If you or another student are the victim of any form of sexual misconduct (including dating/domestic violence, stalking, sexual harassment), or any form of gender discrimination, LBCC can assist you. You can [report](#) a violation of our sexual misconduct policy directly to our Title IX Coordinator. You may also report the issue to a faculty member, who is required to notify the Coordinator, or you may make an appointment to speak confidentially to our Advising and Career Center by calling 541-917-4780.

Public Safety/Campus Security/Emergency Resources

In an emergency, call 911. Also, call LBCC Campus Security/Public Safety at 541-926-6855 and 541-917-4440. From any LBCC phone, you may alternatively dial extension 411 or 4440. LBCC has a [public safety app](#) available for free. We encourage people to download it to their cell phones. Public Safety also is the home for LBCC's Lost & Found. They provide escorts for safety when needed. Visit them to learn more.

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Other

Your peers are excellent resources. Asking other students questions is encouraged in group discussions, unless it is for individual assignments and exams.

Tips for Success in This Class

Read your assigned chapters before you attend class or turn in your assignments. Make (lots of) notes while reading. Engage in class online participation, ask questions, and know how to express your thoughts in essay format.

Changes to the Syllabus

I reserve the right to change the contents of this syllabus due to unforeseen circumstances. You will be given notice of relevant changes in class, through a Moodle Announcement, or through LBCC e-mail.

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Class Calendar or Schedule

****Weekly: Assignment covering Monday and Wednesday sessions are due by Fridays at 12:15pm. Students are to email professor with documents submitted as attachments. Zoom sessions will be announced on Moodle.***

- Week 1:
April 6: Syllabus Overview
April 8: Chapter 1, The Service Economy
- Week 2:
April 13: Chapter 2, Service Strategy
April 15: Chapter 3, New Service Development
- Week 3:
April 20: Chapter 4, The Service Encounter
April 22: Chapter 5, Supporting Facility and Process Flow
- Week 4:
April 27: Chapter 6, Service Quality
April 29: Chapter 7, Process Improvement,
April 30: Mid-Term Assignment due by Friday, 12:15pm (email attachment)
- Week 5:
May 4: Chapter 8, Service Facility Location
May 6: Chapter 9, Service Supply Relationships
- Week 6:
May 11: Chapter 10, Globalization of Services
May 13: Chapter 11, Managing Capacity and Demand
- Week 7:
May 18: Chapter 12, Managing Waiting Lines
May 20: Chapter 13, Capacity Planning and Queuing Models
- Week 8:
May 25: Memorial Day, Holiday, No class study
May 27: Chapter 14: Forecasting Demand for Services
- Week 9:
June 1: Chapter 15, Managing Service Inventory
June 3: Chapter 16, Managing Service Projects
June 5: Final Assignment due by Friday, 12:15pm (email attachment)
- Week 10:
June 8: Survey