

Business Process Management, BA291, Winter 2023 Syllabus

General Information

Instructor Information and Availability

Instructor name: Brian Bartel

E-mail address: bartelb@linnbenton.edu

Office hours: I will have availability throughout the week via email, and for scheduled zoom or phone calls. I highly encourage students to set up appointments with me one on one when you have questions or need assistance. I recommend students reaching out early and often with their questions. Setting up one-on-one phone or zoom calls is the best way to increase communication, understanding, and/or answer questions.

***You should email any assignment questions at a minimum by Wednesday at noon, Pacific Standard Time (PST), to ensure response before Friday submittal requirement(s).**

Course name: Business Process Management

Section number: BA291

CRN: 31183

Scheduled time/days: Online

Number of credits: 4

Course Materials

Required:

- eTextbook or Textbook: Service Management: Operations, Strategy, Information Technology, 9th Edition, Fitzsimmons & Bordoloi, McGraw Hill Inc., 2014, ISBN:978-1-259-78463-7
- Access to Moodle
- Use of email and use of Word and/or Google documents

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.

Students are to watch the pre-recorded Zoom sessions for each chapter, view class schedule, emails, Moodle Assignments, and Moodle Announcements to stay current on all requirements. Grades will be posted in Moodle weekly by Professor.

Class Policies

Behavior and Expectations

Behavior 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 and are likely to be referred to the Office of the Dean of Students for disciplinary action. Some examples of professional behavior include:

- Engaging in online class discussions in a professional and respectful manner
- Demonstrate the ability to work collaboratively in a team environment
- Emailing professor and classmates and posting Moodle forum responses in a professional manner and generally free of grammatical errors

You are held accountable to the [Student Code of Conduct](#), which outlines expectations pertaining to academic honesty (including cheating and plagiarism), classroom conduct, and general conduct.

Attendance/Tardiness Policy

Punctuality, professional behavior, and student conduct are critical to a student's success in this course. It is important that you monitor your emails, Moodle Announcements, and Moodle weekly class tasks.

Grading

Weekly Moodle Forums: 20%

Quiz Assignments (Weekly Chapter Quizzes): 20%

Class Assignments (Mostly in Group Format): 20%

Mid-Term Exam: 20%

Final Exam: 20%

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

Assignments and General Rubric

- Weekly Moodle Forum: The initial Weekly Moodle Forum post is due each week by **Wednesday 11:59pm PST**. To earn an “A”, you must also respond and comment on at least 2 other students forum post by **Friday at 11:59pm PST**. These should be used to develop and demonstrate your professional writing skills and foster online discussions. Responses should be professional, 2-3 paragraphs in length and properly reference sources when appropriate. It is strongly recommended that you complete these early in the week to ensure everyone has enough time to comment and discuss.

Each forum assignment will be worth 10 points and will be scored on the following rubric:

- **“A” rubric (9-10 Points):** posts should be professional, 2-3 paragraphs in length, grammatically free of errors, reference at least two key terms from the chapter readings, properly reference sources when appropriate and goes above and beyond excellence in writing and/or explaining terms. You must also respond to at least two (2) other students forum posts/discussions by Friday 11:59pm PST.
- **“B” rubric (8 Points):** does not follow all the A rubric requirements and/or does not show above and beyond excellence in writing and/or explaining terms. Respond to at least one (1) other student forum post or discussion.
- **“C” rubric (7 Points):** if multiple 8-10 point requirements are not followed and/or writing or explanation is poorly written. Less points may be given if the work is unsatisfactory.
- Class Assignments: Each week there will be class assignments and possible group discussions. Students are expected to have read the assigned chapters prior and be ready to engage in projects and discussions of the covered readings. If the assignment is posted as a “Group Discussion”, you will be assigned groups and will be responsible for coordinating your own schedule for that project with other members of the group. You can choose to meet virtually

via Zoom, Teams, etc., via phone call, texts or by email – I will leave this up to each group to decide. A Moodle submission must be received in Moodle by Friday at 11:59pm PST and reference each student that participated in that group.

- These assignments will be graded as a Pass/No Pass.
 - Be prepared to discuss weekly readings and to work in groups.
 - Teamwork is critical and working together will help solidify the learning outcomes of the course.
 - Always be courteous and professional.
- Weekly Quiz Assignments in Moodle
 - Quizzes – Chapter quizzes will be used to test reading comprehension and are scored based on the total amount of points for each assignment.
 - Weekly Assignment and General Rubric
 - Assignments will be generally a 1–2 page typed document providing responses to questions from the week’s chapter readings. Points will be deducted from grade for being late, not using new terminology (end of chapter key terms), for not explaining your answers thoroughly, and for not citing textbook and/or other business references properly. I’m more concerned about quality than quantity so use the page count as a general guideline.
 - Word, PDF, Google Documents and Moodle text submissions are acceptable.
 - Required Naming Convention to save documents:
LastName_Assignment#_BA291 (points will be deducted from grade for not following saving instructions). For group assignments, please use all group members’ last names separated by “_” between names.
 - Additionally, ensure you have your First Name and Last Name, Assignment#, BA291 on top of each of your assignments (for group assignments, please include all members names) and documents, in addition to saving the document to the above naming convention (points will be deducted from grade for not following labeling instructions).
 - Submit assignments by weekly Friday suspense, 11:59 pm, Pacific Standard Time via Moodle

Each assignment will be worth 10 points and will be scored on the following rubric:

- **“A” rubric (9-10 Points):** all above requests are followed, each question response is at least two paragraphs, uses 4 or more key terms from the end of the reading chapter in response writing, generally grammatically free of errors, provides proper citations and/or references with hyperlink,

and goes above and beyond in explaining how the business terms are being used in a current business example.

- **“B” rubric (8 Points):** does not follow all the A rubric requirements and/or does not show above and beyond excellence in writing and/or explaining terms.
- **“C” rubric (7 points):** if multiple A requirements are not followed and/or writing or explanation is poorly written.

Late Assignment Policy

Moodle will outline each assignment and its due date for submission – please make sure you are scheduling and planning your week appropriately to meet each assignment deadline.

Students will typically have chapter readings and Assignments due weekly. In addition an initial post and two responses are to be posted in the online Moodle Forum generally free of grammatical errors and in a professional manner. Late submittal for an assignment or exam will result in significant grade penalty, one grade letter for each day later. Late assignments will not be accepted past two (2) days from the due date. In this class do not be late, use a day planner or organizer to remind yourself to get your deliverables in on time. It is expected that students will notify instructor via e-mail at least one day in advance of missing any assignment or forum assignment without receiving an “F” for the missed assignment. This includes case of illness; appropriate medical documentation must be provided to the instructor in adequate timing around illness. Late Midterms will result in an automatic two letter grade deduction. If more than two days transpire after the Midterm due date, the Midterm will then be reflected as a zero grade. There is no exception for a late Final. Finals are given with plenty of notice and time to work on. If a Final is late, a zero grade is recorded for the Final. It is critical that a student communicates early and often if they are struggling to meet a due date of an assignment or test.

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

LBCC is committed to inclusiveness and equal access to higher education. If you have approved accommodations through the Center for Accessibility Resources (CFAR) and would like to use your accommodations in the class, please talk to your instructor as

soon as possible to discuss your needs. If you believe you may need accommodations but are not yet registered with CFAR, please visit the CFAR Website for steps on how to apply for services or call (541) 917-4789.

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.

[Equal Opportunity and Non-Discrimination Policy](#)

Academic Integrity Syllabus Language

Academic integrity is the principle of engaging in scholarly activity with honesty and fairness and participating ethically in the pursuit of learning. Academic integrity is expected of all learners at LBCC. Behavior that violates academic integrity policies at LBCC includes cheating, plagiarism, unauthorized assistance or supporting others in engaging in academic dishonesty, knowingly furnishing false information, or changing or misusing college documents, among others. LBCC students are responsible for understanding and abiding by the College's academic integrity policy.

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/Emergency Resources:

In an emergency, call 911. Also, call [LBCC Public Safety and Loss Prevention Office](#) 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.

Campus Resources

Learning Center

Students should take advantage of this center for general resources.

Library

Computers and printing are available on main campus.

Other

Your peers are excellent resources. Asking other students questions is encouraged to group activities unless it is during an exam or quiz.

Tips for Success in This Class

Read your assigned chapters before you conduct your assignments and forums! Make notes while reading. Engage in class discussions with other students, ask questions in LinkedIn or emails, and express your thoughts with key terms in forum discussions, group and individual assignments. Follow Rubric Instructions and Document Instructions. Use a day planner. **DO NOT BE LATE ON DELIVERABLES.**

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.

Class Calendar or Schedule

- Submit weekly online written initial post in the Moodle Forum (via Moodle) by Wednesday's at 11:59 pm, Pacific Standard Time (PST) and two responses by Friday at 11:50pm, Pacific Standard Time (PST).
- Complete weekly Quiz Assignments (via Moodle) by Sunday 11:59pm Pacific Standard Time (PST).
- Participation in class discussions/assignments will count towards your grade.

Week 1: Jan 9 – Jan 15:

Read Syllabus, Read Chapter 1, The Service Economy and watch presentation

Read Chapter 2, Service Strategy and watch presentation

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Chapter 1 & 2 Quiz Assignments in Moodle

Student Learning Outcomes: Model simple business processes in terms of

people, activities, data, and materials.

Week 2: Jan 16 – Jan 22:

Read Chapter 3, New Service Development and watch presentation

Read Chapter 4, The Service Encounter and watch presentation

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Complete the LinkedIn assignment

Chapter 3 & 4 Quiz Assignments in Moodle

Student Learning Outcomes: Recognize dependencies between business information and operational activities.

Week 3: Jan 23 - 29:

Read Chapter 5, Supporting Facility and Process Flow and watch presentation

Read Chapter 6, Service Quality and watch presentation

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Chapter 5 & 6 Quiz Assignments

Student Learning Outcomes: Assess the documented business processes using key operations characteristics: efficiency, quality, flexibility, costs, customization, etc.

Week 4: Jan 30 – Feb 5:

Read Chapter 7, Process Improvement

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Chapter 7 Quiz Assignments

Student Learning Outcomes: Diagnose problems and formulate improvements to observed processes and estimate the effects.

Week 5: Feb 6 – Feb 12:

Read Chapter 8, Service Facility Location and watch presentation

Read Chapter 9, Service Supply Relationships and watch presentation

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Chapter 8 & 9 Quiz Assignments

Student Learning Outcomes: Express and explain the concept of TQM total quality management and ERP enterprise resources planning.

Week 6: Feb 13 – Feb 19:

Read Chapter 10, Globalization of Services and watch presentation

Read Chapter 11, Managing Capacity and Demand and watch presentation

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Chapter 10 & 11 Quiz Assignments

Student Learning Outcomes: Diagnose problems and formulate improvements to observed processes and estimate the effects.

Week 7: Feb 20 – Feb 26:

Read Chapter 12, Managing Waiting Lines and watch presentation
Read Chapter 13, Capacity Planning and Queuing Models and watch presentation

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Chapter 12 & 13 Quiz Assignments

Student Learning Outcomes: Diagnose problems and formulate improvements to observed processes and estimate the effects.

**Ensure you ask all Midterm questions by Tues.

**LBCC last day to Withdraw is February 26th

Week 8: Feb 27 – Mar 5:

Read Chapter 14, Forecasting Demand for Services and watch presentation

Read Chapter 15, Managing Service Inventory and watch presentation

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Chapter 14 & 15 Quiz Assignments

Student Learning Outcomes: Relate the characteristics of a business process with the process behavior through simulation.

Mid-Term Exam Due, Friday, March 3rd, 12pm Pacific Standard Time (PST)

Week 9: Mar 6 – Mar 12:

Read Chapter 16, Managing Service Projects

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Chapter 16 Quiz Assignments

Student Learning Outcomes: Relate the characteristics of a business process with the process behavior through simulation.

Week 10: Mar 13 – Mar 19:

Watch Lean recording

Watch Sustainability recording

Post in Weekly Moodle Forum

Complete and submit class assignments/discussions

Final Project due: Monday March 20th by 11:59pm Pacific Standard Time (PST)

Week 11: Mar 20 – 24:

Final Assignment is due Monday March 20th by 11:59pm Pacific Standard Time

(PST) No late submissions will be accepted.