

Business Process Management, BA291, Winter 2020

General Information

Instructor Information and Availability

Instructor name: Jessica Dunn

Phone number: 541-908-5405

E-mail address: dunnj@linnbenton.edu

Office hours: T, Th 9:30 am -10:00 am and 11:50 am -12:20 pm

Office number: MKH 206

Course Information

Course name: Business Process Management

Section number: BA291

CRN: 31183

Scheduled time/days: T, Th 10:00 am – 11:50 am

Number of credits: 4

Classroom: Red Cedar Hall, Room 216

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

None.

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.

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- 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 in an emergency, 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.

Guidelines for communication

Officer hours, email, and Moodle are acceptable. Phone should be used as last resort.

Use of cell phones/ laptops/ technology

Electronic devices (e.g., laptops, mobile phones) must be silenced during class time. Do not engage in non-lecture related electronic activities during class time.

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

- Students must be punctual and stay for the duration of the class. Leaving class early and during lecture time must be done only in an emergency and must be done discreetly. Please note that if a student misses a class exercise or quiz, they will not be afforded a make-up session.
- Electronic devices (e.g., laptops, mobile phones) must be silenced during class time. Do not engage in non-lecture related electronic activities during class time.
- Do not use headphones during class time.
- Please engage in conversations with peers only in group work settings. Side conversations must be kept to a minimum.

Attendance/Tardiness Policy

Attendance, punctuality, professional behavior, and student conduct are critical to student success in this course. Most quizzes will be administered as pop-quizzes or unannounced exercises based on material covered in the lectures and assigned readings. It is important that you attend classes regularly and are punctual to not miss any activities in the quiz's category. During class time, if a student engages in disruptive behavior, or if they use an electronic device not approved, then they can expect penalty points or receive an "F" grade in the appropriate participation or quizzes category. If you miss class: If a student is unable to attend a class session, it is the student's responsibility to acquire the class notes, assignments, announcements, etc. from a classmate. The instructor will be available for help but unable to give private lectures for those that miss class. Absence: It is expected that students will notify instructor via e-mail at least one day in advance of missing any class. Please note that missing part of a class may also be considered as an absence. Typically, no make-ups are given in this class. 'No Show Drop' rule: If you miss both lecture 1 and lecture 2 of the term, you will likely be dropped from the course. Please contact the instructor ahead of time if you might miss the first two lectures.

Testing

Exams will be timed and in class. No outside material may be used during exams. Final exam is scheduled for the last week of the term, March 17th at 7:30-9:20 a.m. in Red Cedar Hall, Room 216. Final exam may take place one week prior to finals week, students will be informed two weeks prior to taking final of final exam specifics.

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Grading

Attendance/ Participation: 10%

Quizzes: 25%

Assignment(s): 25%

Mid-Term Exam: 15%

Final Exam: 25%

Lowest quiz score will be dropped

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

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. Typically, no makeup exams will be given if the instructor does not approve an excused absence for the student in advance. In case of illness, appropriate medical documentation must be provided to the instructor. Late arrival for an exam will result in significant penalty. Electronic devices and phones are not allowed during exams, quizzes, and in-class instruction.

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.

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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.

Campus Resources

Learning Center

Students should take advantage of this center for general resources.

Library

Computers and printing are available.

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 come to class! Make (lots of) notes while reading. Engage in class 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

- Week 1:
Jan 7: Session 1: Syllabus Overview, Chapter 1, The Service Economy
Jan 9: Session 2: Chapter 2, Service Strategy
- Week 2:
Jan 14: Session 1: Chapter 3, New Service Development
Jan 16: Session 2: Chapter 4, The Service Encounter
- Week 3:
Jan 21: Session 1: Chapter 5, Supporting Facility and Process Flow
Jan 23: Session 2: Chapter 6, Service Quality, **Assignments Due**
- Week 4:
Jan 28: Session 1: Chapter 7, Process Improvement
Jan 30: Session 2: **Mid-Term Exam**
- Week 5:
Feb 4: Session 1: Chapter 8, Service Facility Location
Feb 6: Session 2: Chapter 9, Service Supply Relationships
- Week 6:
Feb 11: Session 1: Chapter 10, Globalization of Services
Feb 13: Session 2: Chapter 11, Managing Capacity and Demand
- Week 7:
Feb 18: Session 1: Chapter 12, Managing Waiting Lines
Feb 20: Session 2: Chapter 13, Capacity Planning and Queuing Models
- Week 8:
Feb 25: Session 1: Chapter 14, Forecasting Demand for Services
Feb 27: Session 2: Chapter 15, Managing Service Inventory
- Week 9:
Mar 3: Session 1: Chapter 16, Managing Service Projects
Mar 5: Session 2: Review for Final
- Week 10:
Mar 10: Review for Final (or Final, notice will be given)
Mar 12: Review for Final (or Final, notice will be given)
- **Final:** Mar 17, 7:30-9:20 a.m. in Red Cedar Hall, Room 216

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Week	Readings	Activities	Due dates
1	<ul style="list-style-type: none"> • Tuesday: Chapter 1 • Thursday: Chapter 2 	Overview of Syllabus & Ch1 Quiz, Discussion,	Read Next 2 Chapters
2	<ul style="list-style-type: none"> • Tuesday: Chapter 3 • Thursday: Chapter 4 	Quiz, Discussion, Quiz, Discussion, Assignment discussion	Read Next 2 Chapters
3	<ul style="list-style-type: none"> • Tuesday: Chapter 5 • Thursday: Chapter 6 	Quiz, Discussion, Quiz, Discussion,	Read Next 2 Chapters, Assignment Due Thursday
4	<ul style="list-style-type: none"> • Tuesday: Chapter 7 • Thursday: Mid Term 	Quiz, Discussion, Mid-Term Exam	Read Next Chapter
5	<ul style="list-style-type: none"> • Tuesday: Chapter 8 • Thursday: Chapter 9 	Quiz, Discussion, Quiz, Discussion	Read Next 2 Chapters
6	<ul style="list-style-type: none"> • Tuesday: Chapter 10 • Thurs: Chapter 11 	Quiz, Discussion, Quiz, Discussion	Read Next 2 Chapters
7	<ul style="list-style-type: none"> • Tuesday: Chapter 12 • Thurs: Chapter 13 	Quiz, Discussion, Post Final Date Quiz, Discussion,	Read Next 2 Chapters
8	<ul style="list-style-type: none"> • Tuesday: Chapter 14 • Thurs: Chapter 15 	Quiz, Discussion, Quiz, Discussion	Read Final Chapters
9	<ul style="list-style-type: none"> • Tuesday: Chapter 16 • Thurs: Review 	Quiz, Discussion, Discussion	Read Next 2 Chapters
10	<ul style="list-style-type: none"> • Tuesday: Review • Thurs: Review 	Review or Final Review or Final	
Final	<ul style="list-style-type: none"> • Tuesday: 	Scheduled Final	