

Business Process Management, BA291, Spring 2022

General Information

Instructor Information and Availability

Instructor name: Jessica Dunn

Phone number: 541-908-5405

E-mail address: dunnj@linnbenton.edu

Office hours: Available throughout the week via emails, zoom, or phone calls. I highly encourage students to set up appointments with me one on one when you have questions that are not answered on the Zoom videos. Since this course is mostly online, I recommend students reaching out early and often with their questions. Setting up one-on-one phone or zoom calls are the best way to increase communications, understanding, and/or answer questions.

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

Course Information

Course name: Business Process Management

Section number: BA291

CRN: 41254 & 43492

Scheduled time/days: online

****One on-campus class requirement is required, still to be determined.**

****All other requirements are through on-line learning via watching class videos posted in Moodle, Assignments posted in Moodle, Posting in Moodle Forums, and reading of the textbook.**

Number of credits: 4

Prerequisites:

BA 101, Introduction to Business (required)

BA 275, Business Quantitative Methods (is encouraged)

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 document

Course-Specific Requirements –

***Zoom meetings are voluntary for the course.** Attendance in Zoom is not graded, but this is the time to ask your questions and gain helpful feedback in chapter overviews, time management training, social media LinkedIn training, resume writing, and an overview of the assignments. The idea is to watch prior recorded Zoom videos posted in the weekly Moodle Shell prior to the “live” weekly Zoom Question and Answer (Q & A) Session. The Zoom Q & A will not reteach the entire chapters, but it will cover Q & A portions of the week’s discussions.

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Zoom meetings will be Tuesdays at Noon, 12pm PST (this way working students can also attend)

**I will keep weekly Zoom meetings if the meetings are being attended. When there are no more participants I will cancel the reoccurring meetings, then students will need to schedule a call or zoom with me after this point. Additionally, students can always schedule one-on-one calls.

Professor Dunn is inviting you to a scheduled voluntary Zoom Q&A meeting:

Topic: BA 291, Q & A, Spring 2022 (voluntary for students)

Time: Mar 29, 2022 12:00 PM Pacific Time (US and Canada)

Every week on Tue, until May 24, 2022, 9 occurrence(s)

Mar 29, 2022 12:00 PM

Apr 5, 2022 12:00 PM

Apr 12, 2022 12:00 PM

Apr 19, 2022 12:00 PM

Apr 26, 2022 12:00 PM

May 3, 2022 12:00 PM

May 10, 2022 12:00 PM

May 17, 2022 12:00 PM

May 24, 2022 12:00 PM

Please download and import the following iCalendar (.ics) files to your calendar system.

Weekly: [https://linnbenton.zoom.us/meeting/tJltc-6rpj8qG9cJ-](https://linnbenton.zoom.us/meeting/tJltc-6rpj8qG9cJ-jDPZPfwCCzqwZZOnKvS/ics?icsToken=98tyKuCurj8tGdyRsBiERowAAo-gKOnxiClffpetlLvJxBpUgXhFcFYI6VFKvfe)

[jDPZPfwCCzqwZZOnKvS/ics?icsToken=98tyKuCurj8tGdyRsBiERowAAo-gKOnxiClffpetlLvJxBpUgXhFcFYI6VFKvfe](https://linnbenton.zoom.us/meeting/tJltc-6rpj8qG9cJ-jDPZPfwCCzqwZZOnKvS/ics?icsToken=98tyKuCurj8tGdyRsBiERowAAo-gKOnxiClffpetlLvJxBpUgXhFcFYI6VFKvfe)

Join Zoom Meeting

<https://linnbenton.zoom.us/j/96047384013>

Meeting ID: 960 4738 4013

One tap mobile

+12532158782,,96047384013# US (Tacoma)

+13462487799,,96047384013# US (Houston)

Dial by your location

+1 253 215 8782 US (Tacoma)

+1 346 248 7799 US (Houston)

+1 669 900 6833 US (San Jose)

+1 301 715 8592 US (Washington DC)

+1 312 626 6799 US (Chicago)

+1 646 876 9923 US (New York)

Meeting ID: 960 4738 4013

Find your local number: <https://linnbenton.zoom.us/u/aeiPS79O1B>

***Students must submit a weekly online written Moodle Forum (via Moodle) and a typed assignment (via email to Professor Dunn), both due by Friday's at 12:00 pm, Pacific Standard Time (noon).**

Students are to view class schedule, emails, Moodle Weeks, and Moodle Announcements to stay

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current on all requirements. Grades are not posted in Moodle, but emailed weekly by Professor. Weekly Assignment and General Rubric

(General guidelines will be followed for tests as well but tests will have additional requirements):

- Assignments will be generally a 2-5-page typed document providing responses on 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).
- Word, PDF, Google Documents are acceptable
- Required Naming Convention to save documents: LastName_Assignment#_BA291 (points will be deducted from grade for not following saving instructions)
- Additionally, ensure you have your First Name and Last Name, Assignment#, BA291 on top of each of your assignment(s) and test documents, in addition to saving the document to the above naming convention (points will be deducted from grade for not following labeling instructions)
- Email attached assignments by weekly Friday suspense, 12:00 pm, Pacific Standard Time, to: dunnj@linnbenton.edu
 - A rubric: 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: does not follow all of the A rubric requirements and/or does not show *above and beyond* excellence in writing and/or explaining terms.
 - C rubric: if multiple A requirements are not followed and/or writing or explanation is poorly written.

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.

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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

Email, and Moodle are preferred, phone is also acceptable.

Use of cell phones/ laptops/ technology

Class is conducted online (except for week 2 in class requirement). Student must have access to the internet, email, and word/google document program.

Behavior

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:

- Emailing professor in a professional manner and generally free of grammatical errors
- Posting comments in Moodle Forums that are encouraging to classmates

Tardiness Policy/ Late Assignment 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. Students will typically have a Moodle Forum and Assignment due weekly. A comment is to be posted in

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the online Moodle Forum generally free of grammatical errors and in a professional manner. If at any time you are unable to post to Moodle, email your response to Professor Dunn prior to the Friday suspense, and your forum will be accepted for a grade. Additionally, your weekly typed assignment document must be emailed to the professor by each Friday by 12:00 p.m. / Noon/ Pacific Standard Time (PST); otherwise, it will be considered late (even if just a few minutes late). **Late submittal for an assignment or exam will result in significant grade penalty.** In this class do not be late, use a day planner or organizer to remind yourself to get your deliverables in on time. During Moodle Forums, if a student engages in disruptive writing, then they can expect penalty points or receive an "F" grade in the appropriate forum category. Non-Submittal of Assignment or Forum: 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. Students should expect (2) weekly assignments: (1) Moodle Forum post and (1) typed document that must be emailed to the professor by each Friday by 12:00 p.m. (Noon), PST.

Testing

Will be conducted in written essay format and submitted via email to professor. Students will be informed two weeks prior to final date.

Grading

Moodle Forum Assignment(s): 10%
Assignment(s): 40%
Mid-Term Exam: 25%
Final Exam: 25%

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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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 (not OSU) 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.

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.

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Tips for Success in This Class

Read your assigned chapters before you conduct your assignments and forums! Make notes while reading. Engage in class forums with other students, ask questions in LinkedIn or emails, and express your thoughts with key terms in essay format on 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 through a Moodle Announcement or through LBCC e-mail.

LBCC Key Dates for the Term:

First Day of Term	Mar 28
Last Day to Add/Drop	Apr 4
Last Day to Withdraw with "W"	May 15
Last day of term	Jun 12

Class Calendar/ Schedule

****Submit weekly online written Moodle Forum (via Moodle) and submit typed assignment (via email), both due by Friday's at 12:00 pm (noon), Pacific Standard Time (PST).**

** Zoom question & answer (Q&A) meeting is reoccurring every week, see Zoom information.

***There will be one on-campus class requirement, date, and time still to be determined.**

- **Week 1: Mar 28- Apr 3:**
Read Syllabus, Read Chapter 1, The Service Economy
Read Chapter 2, Service Strategy
*Student Learning Outcomes: Model simple business processes in terms of people, activities, data, and materials.
- **Week 2: Apr 4- Apr 10:**
Read Chapter 3, New Service Development
Read Chapter 4, The Service Encounter
*Student Learning Outcomes: Recognize dependencies between business information and operational activities.
- **Week 3: Apr 11 – Apr 17:**
Read Chapter 5, Supporting Facility and Process Flow
Read Chapter 6, Service Quality

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

- Week 4: **Apr 18- Apr 24:**
Read Chapter 7, Process Improvement
*Student Learning Outcomes: Diagnose problems and formulate improvements to observed processes and estimate the effects.
- Week 5: **Apr 25- May 1:**
Read Chapter 8, Service Facility Location
Read Chapter 9, Service Supply Relationships
*Student Learning Outcomes: Express and explain the concept of TQM total quality management and ERP enterprise resources planning.
- Week 6: **May 2 – May 8:**
Read Chapter 10, Globalization of Services
Read Chapter 11, Managing Capacity and Demand
*Student Learning Outcomes: Diagnose problems and formulate improvements to observed processes and estimate the effects.
- Week 7: **May 9 – May 15:**
Read Chapter 12, Managing Waiting Lines
Read Chapter 13, Capacity Planning and Queuing Models
*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 May 15th**
- Week 8: **May 16 – May 22:**
Read Chapter 14, Forecasting Demand for Services
Read Chapter 15, Managing Service Inventory
*Student Learning Outcomes: Relate the characteristics of a business process with the process behavior through simulation.
Mid-Term Exam Due, Friday, May 20st, 12pm PST
****No Zoom this week**
- Week 9: **May 23- May 29:**
Read Chapter 16, Managing Service Projects
*Forum only
*Student Learning Outcomes: Relate the characteristics of a business process with the process behavior through simulation.
- Week 10: **May 30 – Jun 5:**
Final Exam due: Jun 3, Friday, 12pm PST
Mon, May 31 is Memorial Day,

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- **Week 11: Jun 6 – Jun 12:**
Final Assignment was due by June 3, Friday, 12pm PST