

Business Process Management, BA291, Fall 2020

General Information

Instructor Information and Availability

Instructor name: Jessica Dunn

Phone number: 541-908-5405

E-mail address: dunnj@linnbenton.edu

Office hours: 10:00-11:00 am on Mondays, also available throughout the week via emails or phone.

***You should call or email your assignment questions at a minimum by Wednesday at noon to ensure response before Friday submittal requirements.**

Course Information

Course name: Business Process Management

Section number: BA291

CRN: 23059

Scheduled time/days: online

Number of credits: 4

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
- Use of email, and use of word and/or google document

Course-Specific Requirements –

***Voluntary Zoom meeting for Course Overview, feedback will be taken for future Zoom sessions, and Questions and Answers.**

September 29, 2020, 10:30-11:00 am

Join Zoom Meeting <https://linnbenton.zoom.us/j/97317852682>

Meeting ID: 973 1785 2682

Passcode: 982435

One tap mobile +16699006833,,97317852682#

***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 (noon). Students are to view class schedule, emails, Moodle Weeks, and Moodle Announcements to stay current on all requirements.**

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- **Assignments will be generally 1-5-page typed document providing responses on questions from the week's chapter readings** (points will be deducted from grade for not using new terminology and/or explaining your answers thoroughly).
- **Word, PDF, Google Documents are acceptable**
- **Save documents as file name: LastName_Assignment#_BA291** (points will be deducted from grade for not following saving instructions)
- **Ensure you have your First Name and Last Name, Assignment#, BA291 on your top of each of your assignment documents** (points will be deducted from grade for not following labeling instructions)
- **Email by weekly Friday suspense to: dunnj@linnbenton.edu**

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.).

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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 acceptable. Phone should be used as last resort.

Use of cell phones/ laptops/ technology

Class is conducted online. 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 the online Moodle Forum generally free of grammatical errors and in a professional manner.

Additionally, weekly your typed assignment document must be emailed to the professor by each Friday by 12:00 p.m. / Noon; otherwise it will be considered late. Late submittal for an assignment or exam will result in significant penalty. 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. No numerical value will be assigned to an "F" missed assignment. It is critical that a student communicates early and often if they are struggling to meet a

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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).

Testing

Will be conducted in written essay format and submitted via email to professor. Final may be required one week before finals week; 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

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

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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 conduct your assignments and forums! Make (lots of) notes while reading. Engage in class forum, 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 through a Moodle Announcement or through LBCC e-mail.

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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)**

- Week 1: **Sept 28- Oct 2:**
Read Syllabus, Read Chapter 1, The Service Economy
Read Chapter 2, Service Strategy
- Week 2: **Oct 5-9:**
Read Chapter 3, New Service Development
Read Chapter 4, The Service Encounter
- Week 3: **Oct 12-16:**
Read Chapter 5, Supporting Facility and Process Flow
Read Chapter 6, Service Quality
- Week 4: **Oct 19-23:**
Mid-Term Exam Due, and Forum Due
Read Chapter 7, Process Improvement
- Week 5: **Oct 26-30:**
Read Chapter 8, Service Facility Location
Read Chapter 9, Service Supply Relationships
- Week 6: **Nov 2-6:**
Read Chapter 10, Globalization of Services
Read Chapter 11, Managing Capacity and Demand
- Week 7: **Nov 9-13:**
Read Chapter 12, Managing Waiting Lines
Read Chapter 13, Capacity Planning and Queuing Models
- Week 8: **Nov 16-20:**
Read Chapter 14, Forecasting Demand for Services
Read Chapter 15, Managing Service Inventory
- Week 9: **Nov 23-27:**
Read Chapter 16, Managing Service Projects
*Forum only
- Week 10: **Nov 30- Dec 4:**
Final Assignment and Final Forum Due
- Week 11: **Dec 7-11:**
*Possible Forum Moodle Survey only

Thank you for attending BA 291, Professor Dunn