BA 291 – Business Process Management (4 Credits)

Spring 2019

T R 8:30 – 10:20     CRN 43492

Instructor:  Lee Myers

Email: [myersle@linnbenton.edu](https://d.docs.live.net/bd32dc0895708703/myersle@linnbenton.edu)   Email is the best way to contact me.  Please start your subject line with BA 291, signing your email with both your first and last name.

Office/Hours:    By Appointment

Direct Digital Access/Connect Online:

Service Management: Operations, Strategy, Information Technology, 9th Edition, Fitzsimmons, Fitzsimmons & Bordoloi, McGraw Hill Inc., 2019, 978-1-259-78463-7

* Online quizzes and additional materials needed for the course are found in the books online resource, *Connect,* embedded within the Student’s Moodle page.
* For technical support, call McGraw Hill technical support at 800.331.5094.
* Supplemental readings/video/tutorials in the form of web links, PDF and other handouts will be provided in class (posted to Moodle after class.)

Course Overview:

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.

Course Outcomes:

* Identify information-bearing events and the actors
* Model and analyze business processes
* Assess and improve process efficiency
* Recognize probabilistic components of business processes
* Describe the types of interactions that can occur between human behavior and process design

Learning Assessments:

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| **Assessment** | **Percent (estimates)** |
| **Quizzes** | 20 |
| **Class Participation, Homework and Cases** | 20 |
| **Research Presentation** | 20 |
| **Final Exam** | 20 |
| **PA Assignments** | 20 |
| **Total** | 100 |

Grading:

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| A | 90-100% total points |
| B | 80-89% |
| C | 70-79% |
| D | 60-69% |
| F | Below 60% |

Instruction Method:

Instructional time in the classroom will consist of a balance of **theoretical content** (Connect, lecture, text review, article review), **class discussion and participation** (real, authentic examples), **written assignments** (cases, forms, and process development) and **work group presentations** (representative of workplace duties and responsibilities.)

Weekly quizzes are to be completed online through Connect. A 10% penalty will be assessed for each day the quiz is submitted after the due date.

The final exam is comprehensive, and the format will be essay, short answer, and quantitative problems. The exam will be closed book, closed note, and appropriate memory aids are included in the exam documents.

Student Responsibilities:

Each student is accountable for both individual and significant contribution to work group assignments.  A student can demonstrate accountability by **attendance, punctual completion, and academic integrity** of all class assignments (reading, written assignments, quizzes, exams, and the student’s individual contribution to the work group assignments.)

Instructor Responsibilities:

The instructor is accountable for establishing a learning climate that encourages trust, respect, and support.  The instructor will deliver theoretical content, synthesize information when needed, and encourage students to explore and apply the content of their learning to current and future workplace settings. The instructor will guide, monitor, and evaluate student progress and will be available for consultation and feedback.

Attendance:

**Attendance Matters!**  Attendance to each class is expected, recorded and required. Students who are unable to successfully complete the course should withdraw in accordance to LBCC policy and dates set forth in the catalog.

Late Work:

**Deadlines Matter!** All assignments are to be printed and submitted at the beginning of the class the work is due on the date listed. Weekly quizzes on the reading are to be completed through Connect.

**If you have documented and compelling circumstances that prevent you from completing work, it is your responsibility to communicate (email) to the instructor, so arrangements can be made prior to due dates.**

Group Work:

Effective work groups are paramount in the workplace and will be in BA 291. Selection of work groups are important. Sometimes, class work may take a bit longer and the schedule for Work Group Presentations may change. As changes are made, they will be announced in class and posted on Moodle.

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:

Disability and Access LBCC is committed to inclusiveness and equal access to higher education. If you have approved accommodation 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 LBCC 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.

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](https://linnbenton-advocate.symplicity.com/public_report/index.php/pid073717?) 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](tel:(541)%20926-6855) and [541-917-4440](tel:(541)%20917-4440).

From any LBCC phone, you may alternatively dial extension 411 or 4440. LBCC has a [public safety app](http://lbccpublicsafety.mobapp.at/landing/Desktop) 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.

LBCC Comprehensive Statement of Nondiscrimination:

LBCC prohibits unlawful discrimination based on race, color, religion, ethnicity, use of native language, national origin, sex, sexual orientation, gender, gender identity, marital status, disability, veteran status, age, or any other status protected under applicable federal, state, or local laws. For further information see Board Policy P1015 in our [Board Policies and Administrative Rules](http://linnbenton.edu/42145BA0-3DCC-11E3-AA36782BCB47BBE7). Title II, IX, & Section 504: Scott Rolen, CC-108, [541-917-4425](tel:(541)%20917-4425); Lynne Cox, T-107B, [541-917-4806](tel:(541)%20917-4806), LBCC, Albany, Oregon. To report: [linnbenton-advocate.symplicity.com/public report](http://linnbenton-advocate.symplicity.com/public_report).

Campus Resources:

Remember additional campus resources are available to assist you in as you learn in this class. Please see the LBCC website for addition description of services offered by the LBCC Learning Center and Library.

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| **TOPICS to be Discussed** | **READING** | **Quiz** | **Class Discussion**  **Homework** | **Assignments** |
| Introduction, Services in the Economy,  Service Strategy | Ch.1, Ch.2 | Quiz Ch. 1, Ch. 2  Closes 4/9 | Case:  Xpresso Lube    Case: United Commercial Bank | PA - BPM  Assignment  (Review requirements) |
| Service System Design | Ch. 3 | Quiz Ch. 3  Closes 4/16 | Case: Village Volvo  Case: 100 Yen Sushi | PA – BPM  Assignment 1  DUE 4/23 |
| Facility and Process Flow | Ch.5 | Quiz Ch. 5  Closes 4/23 | Exercise 5.1-5.3, 5.8  Case: Health Maintenance Organization | PA – Activity Design  Assignment 2  (Review requirements) |
| Service Supply Relationships  ERP  Outsourcing | Ch. 9 | Quiz Ch. 9  Closes 4/30 |  | PA Activity Design  Assignment 2  DUE 5/2 |
| Process Improvement Quality | Ch. 6 | Quiz Ch. 6  Closes 5/7 | Exercise 6.1 – 6.8  Case: Helsinki Museum of Art and Design | PA - WtA  Assignment 3  (Review  Requirements) |
| Service Facility Locations  GIS | Ch. 8 | Quiz Ch. 8  Closes 5/14 | Exercise 8.1, 8.3, 8.5, 8.11 |  |
| Process Improvement  Lean  Six Sigma | Ch. 7 | Quiz Ch. 7  Closes 5/21 | Case: Mega Bytes | PA - WtA  Assignment 3  Due 5/16 |
| Capacity and Demand | Ch. 11 | Quiz Ch.11  Closes 5/28 | Exercise 11.1-11.6  Case: Gateway | PA – Sim.  Assignment 4  (Review Requirements |
| Managing Waiting Lines, Ques | Ch. 12 | Quiz Ch.12  Closes 6/04 | Exercise 12.1 – 12.2  Case: Thrifty Rental Car |  |
| Simulation  Final Review |  |  |  | PA – Sim.  Assignment 4  DUE 6/11 |
| Comprehensive Final |  | **(Per Finals Schedule)**  <https://www.linnbenton.edu/current-students/schedule-and-learn/finals-schedule/> |  |  |

**Note: Changes to the syllabus or to the content of the syllabus due to unforeseen circumstances may occur. Notices of relevant changes will be announced in class, through a Moodle announcement or through LBCCC email.**