

IDSc 6435 Business Process Excellence

Executive Summary

Course:	IDSc 6435 Business Process Excellence
Credits:	2 credits
Prerequisites:	MBA Student

Description

Effective processes are vital within, and increasingly, among organizations. This course focuses on defining, modeling, and understanding business processes. More specifically, it focuses on the fundamental concepts, frameworks and techniques that can be used to achieve business process excellence through strategic and operational alignment between strategy, business processes, and information technology. This course is addressed to managers and business analysts in different business disciplines, and not to programmers or systems designers. As such, the focus of the course is on alignment and redesign rather than on information technology. The course consists of three major parts. The first part focuses on business process analysis and redesign, using one process modeling tool. The second part focuses on the strategic and operational alignment between strategy, business processes, and information technology; and on assessing the process maturity of organizations and on understanding the benefits/implications of process maturity. The third part focuses on applying the concepts, frameworks and tools developed in the class to a real-world project.

Objectives

Upon completion of the course, a student would have

- developed an understanding and appreciation of the core issues and challenges underlying business process redesign and implementation.
- gained a working knowledge of the concepts, frameworks and best practices involved in managing the strategic and operational alignment between strategy, business processes, and information technology.
- gained an in-depth understanding of the basic concepts, principles and methodologies for business process modeling and redesign
- gained proficient skills for process modeling, analysis and redesign using one process modeling software
- developed his/her own insights and tool-kit that can be applied to the strategic and operational alignment and process redesign problems in his/her organization
- developed a tool kit to assess process maturity, and recognize the benefits available to process oriented organizations.
- worked on a team to conduct a project that analyzes a real-world case for strategic and operational alignment and process redesign.