OFFICIAL UNDERGRADUATE COURSE OUTLINE FORM

Note: The University reserves the right to amend course outlines as needed without notice.

Course Code and Number: BUS 353	**Number of Credits:** 3 Course credit policy (105)

Course Full Title: Business Process Management

Course Short Title (if title exceeds 30 characters):

Faculty: Faculty of Professional Studies	**Department (or program if no department):** School of Business

Calendar Description:

Business process management strives for continual, incremental, and sustainable process improvement to optimize business performance. Focusing on people and tasks in an organization, students will learn how to visualize, analyze, and optimize existing business processes.

Prerequisites (or NONE):	45 university-level credits, including BUS 100 or CIS 270. BUS 227 is recommended.
Corequisites (if applicable, or NONE):	None
Pre/corequisites (if applicable, or NONE):	None

Equivalent Courses (cannot be taken for additional credit)	**Transfer Credit**
Former course code/number:	Transfer credit already exists: ☐ Yes ☒ No
Cross-listed with:	
Equivalent course(s):	Transfer credit requested (OReg to submit to BCCAT):
Note: Equivalent course(s) should be included in the calendar description by way of a note that students with credit for the equivalent course(s) cannot take this course for further credit.	☒ Yes ☐ No (if yes, fill in transfer credit form)
	Resubmit revised outline for articulation: ☐ Yes ☒ No
	To find out how this course transfers, see **bctransferguide.ca**.

Total Hours: 45	**Special Topics**
Typical structure of instructional hours:	Will the course be offered with different topics?

		Special Topics
Lecture hours		☐ Yes ☒ No
Seminars/tutorials/workshops	30	
Laboratory hours	15	If yes, different lettered courses may be taken for credit:
Field experience hours		☐ No ☐ Yes, _____ repeat(s) ☐ Yes, no limit
Experiential (practicum, internship, etc.)		
Online learning activities		*Note: The specific topic will be recorded when offered.*
Other contact hours:		**Maximum enrolment (for information only):** 25
Total	**45**	**Expected frequency of course offerings (every semester, annually, every other year, etc.):** Annually

Department / Program Head or Director: Dr. Frank Ulbrich	**Date approved:**	October 2017
Faculty Council approval	**Date approved:**	November 3, 2017
Campus-Wide Consultation (CWC)	**Date of posting:**	December 8, 2017
Dean/Associate VP: Dr. Tracy Ryder Glass	**Date approved:**	November 3, 2017
Undergraduate Education Committee (UEC) approval	**Date of meeting:**	December 15, 2017

Learning Outcomes

Upon successful completion of this course, students will be able to:

LO 1.   Justify the use of business process management in organizations;
LO 2.   Diagram business processes;
LO 3.   Perform qualitative and quantitative business process analysis;
LO 4.   Optimize business processes.

Prior Learning Assessment and Recognition (PLAR)

☒ Yes   ☐ No, PLAR cannot be awarded for this course because

Typical Instructional Methods (guest lecturers, presentations, online instruction, field trips, etc.; may vary at department's discretion)

Lectures, seminars, and labs. For seminars, a case-based teaching method will be applied. Students are required to actively participate in case preparations and in-class discussions.

Grading system: Letter Grades: ☒   Credit/No Credit: ☐   Labs to be scheduled independent of lecture hours: Yes ☒   No ☐

NOTE: The following sections may vary by instructor. Please see course syllabus available from the instructor.

Typical Text(s) and Resource Materials (if more space is required, download Supplemental Texts and Resource Materials form)

	Author (surname, initials)	Title (article, book, journal, etc.)	Current ed.	Publisher	Year
1.	Dumas, M., La Rosa, M., Mendling, J., & Reijers, H. A.	Fundamentals of Business Process Management	☒	Springer	
2.	Weske, M.	Business Process Management: Concepts, Languages, Architectures	☒	Springer	
3.	Jeston, J., & Nelis, J.	Business Process Management: Practical Guidelines to Successful Implementation	☒	Routledge	
4.	Freund, J., & Rücker, B.	Real-Life BPMN: Using BPMN 2.0 to Analyze, Improve, and Automate Processes in Your Company	☒	CreateSpace Independent Publishing Platform	

Required Additional Supplies and Materials (software, hardware, tools, specialized clothing, etc.)

Students need access to a PC compatible computer, and Microsoft Visio.

Typical Evaluation Methods and Weighting

Final exam:	20%	Assignments:	30%	Midterm exam:	20%	Practicum:	-
Quizzes/tests:	-	Lab work:	-	Field experience:	-	Shop work:	-
Class participation:	-	Case studies:	30%	Other:	-	Total:	100%

Details (if necessary):

Typical Course Content and Topics

Module One: Fundamentals of business process modeling
- Business functions vs. business processes
- People, task, and process
- Process life cycle
- Reasons for using business process modeling in organizations: Control, improve, compliance
  - Assessment: Assignments, Case studies (LO 1)

Module Two: Business process visualization
- Diagrammatic representation of business process
- Event-driven process chains
- Petri nets
- Business Process Modeling Notation (BPMN)
- BPMN diagrams in Microsoft Visio
  - Assessment: Assignments, Case studies (LO 2)

Module Three: Process analysis
- The "art" of business process modeling
- Identifying and analyzing parts of a business process
- Bottleneck analysis
- Process mining
  - Assessment: Assignments, Case studies (LO 3)

Module Four: Process optimization
- Performance management
- Business process automation
- Implementing change
  - Assessment: Assignments, Case studies (LO 4)