



School of Business

2. UNIVERSITY MISSION STATEMENT

Wayland Baptist University exists to educate students in an academically challenging, learning-focused and distinctively Christian environment for professional success, and service to God and humankind.

3. COURSE NUMBER & NAME:

MISM 3300-VC01, Business Process Management

4. TERM: Spring 2019

5. INSTRUCTOR: Dr. Kenroy Wedderburn

6. CONTACT INFORMATION:

Office phone: 806-291-1024

WBU Email: wedderburnk@wbu.edu

Cell phone:

7. OFFICE HOURS, BUILDING & LOCATION:

EX: M/T/W/TH 2:30-3: Online

8. COURSE MEETING TIME & LOCATION:

Meeting day & time: Online

9. CATALOG DESCRIPTION:

Introduction to the concepts of Business Process Management. Students will acquire the ability to assess, improve and manage business processes.

10. PREREQUISITE: MISM3303, MISM3314

11. REQUIRED TEXTBOOK AND RESOURCE MATERIAL:

BOOK	AUTHOR	ED	YEAR	PUBLISHER	ISBN#	UPDATED
<u>Basics of Process Mapping</u>	Damelio	2nd	2011	Taylor & Francis	9781-56327-3766	12/17/18

12. OPTIONAL MATERIALS

13. COURSE OUTCOMES AND COMPETENCIES:

- Outline the importance and role of business processes to an organization
- List ways in which organization can improve productivity, efficiency and revenues by refining their business processes
- Articulate the difference between Business Process Management and Business Process Reengineering and the pros and cons of each
- Identify and document key issues in an organization that bog down business processes
- Identify the beginning and end of a process
- Use modelling techniques to document business processes
- Use various techniques to diagnose problems, make recommendations and improve the business process

14. ATTENDANCE REQUIREMENTS:

As stated in the Wayland Catalog, students enrolled at one of the University's external campuses should make every effort to attend all class meetings. All absences must be explained to the instructor, who will then determine whether the omitted work may be made up. When a student reaches that number of absences considered by the instructor to be excessive, the instructor will so advise the student and file an unsatisfactory progress report with the campus executive director. Any student who misses 25 percent or more of the regularly scheduled class meetings may receive a grade of F in the course. Additional attendance policies for each course, as defined by the instructor in the course syllabus, are considered a part of the University's attendance policy.

15. STATEMENT ON PLAGIARISM & ACADEMIC DISHONESTY:

Wayland Baptist University observes a zero tolerance policy regarding academic dishonesty. Per university policy as described in the academic catalog, all cases of academic dishonesty will be reported and second offenses will result in suspension from the university.

16. DISABILITY STATEMENT:

In compliance with the Americans with Disabilities Act of 1990 (ADA), it is the policy of Wayland Baptist University that no otherwise qualified person with a disability be excluded from participation in, be denied the benefits of, or be subject to discrimination under any educational program or activity in the university. The Coordinator of Counseling Services serves as the coordinator of students with a disability and should be contacted concerning

accommodation requests at (806) 291-3765. Documentation of a disability must accompany any request for accommodations.

17. COURSE REQUIREMENTS and GRADING CRITERIA:

- Projects – 30%
- Essays – 20%
- Discussion Boards – 10%
- Mid Term Exam – 20%
- Final Exam - 20%

Grade achievement levels are as follows:

<u>Grade</u>	<u>Range</u>
A	90%+
B	80-89%
C	70-79%
D	60-69%
F	0-59%

17.1 Include Grade Appeal Statement: “Students shall have protection through orderly procedures against prejudices or capricious academic evaluation. A student who believes that he or she has not been held to realistic academic standards, just evaluation procedures, or appropriate grading, may appeal the final grade given in the course by using the student grade appeal process described in the Academic Catalog. Appeals may not be made for advanced placement examinations or course bypass examinations. Appeals are limited to the final course grade, which may be upheld, raised, or lowered at any stage of the appeal process. Any recommendation to lower a course grade must be submitted through the Vice President of Academic Affairs/Faculty Assembly Grade Appeals Committee for review and approval. The Faculty Assembly Grade Appeals Committee may instruct that the course grade be upheld, raised, or lowered to a more proper evaluation.”

18. TENTATIVE SCHEDULE

Week #	Reading Topics	Assignments / Quizzes	Due Dates
1 Feb 25	Chapter 1. Process Mapping Overview	Essay #1 (See Blackboard)	Sat Mar 2
2 Mar 4	Chapter 2: What are Processes?	Discussion Board #1	Mar 9

Week #	Reading Topics	Assignments / Quizzes	Due Dates
3 Mar 18	Mar 11- 15 Spring Break Chapter 3 : Why map a Process?	None	None
4 Mar 25	Chapter 4: Relationship Maps	Project #1 (See Blackboard)	Mar 30
5 Apr 1	Chapter 5: Swimlane Diagrams	Mid Term Exams (Blackboard)	Apr 6
6 Apr 8	Chapter 5: Swimlane Diagrams	Discussion Board #2 Project #2 (See Blackboard)	Apr 13
7 Apr 15	Chapter 6: Flowcharts		Apr 20
8 Apr 22	Chapter 6: Flowcharts	Project #3 (See Blackboard)	Apr 27
9 Apr 29	Chapter 7: 7 Principles to improve flow	Discussion Board #3 Essay #2 (See Blackboard)	May 4
10 May 6	Chapter 7: 7 Principles to improve flow	Project #4 (See Blackboard)	May 11
11	Chapter 7: 7 Principles to improve flow	Final Exam (Blackboard)	May 18

19. ADDITIONAL INFORMATION

- The *course schedule is tentative* and may be changed during the term/semester as events warrant.
 - Students are responsible for any schedule changes made through announcements or WBU emails.
- Always use your Wayland email and add "**MISM3300 VC01**" in the subject line as well as your name in the email when communicating with me