

MB897

Unit-1: BPM Overview and Processes

- Business process management (BPM) defined and goals,
- History of BPM
- Business process concept
- Business processes and flow charts
- Organizational sub-processes
- BPM in content
- Similarities between BPM and other initiatives

Unit-2: Drivers of BPM Projects

- Benefits of BPM
- Time, quality and cost
- Business drivers of BPM
- Technology drivers of BPM
- Streamlining and optimization
- Continuous vs. project BPM
- Business Process Management vs. Business Process Re-engineering
- Qualities of successful process organizations

Unit-3: Identifying BPM Opportunities

- Levels of analysis: tasks, Processes & Enterprise
- Identifying BPM opportunities
- Requirements, definition and analysis
- Central role of data and collection methods
- Developing a BPM business case
- Project planning, stakeholders and communication

Unit-4: BPM Methodology

- BPM methodology overview
- Assessment phase
- Design phase
- Modeling phase
- Implementation phase
- Monitoring phase
- Modification phase
- Pitfalls of BPM projects

Unit-5: BPM Documents and Metrics

- Input/output document
- Process flow chart
- Enterprise process map
- Process evaluation charts
- Process metrics and measurement

MBA
2015
Batch

Parallel and sequential processes
Sub-processes and loops
Process validation
Process Mapping, Key BPM Skills and Roles

Reference:

P. Harmon: Business process change: a guide for business managers and BPM and six sigma professionals, 2nd ed., Elsevier/Morgan Kaufmann Publishers, 2007

Fundamentals of Business Process Management 2013, Marlon Dumas, Marcello La Rosa, Jan Mendling, Hajo Reijers, (eBook)

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