

<https://courseoutline.auckland.ac.nz/dco/course/OPSMGT/258/1213>



Business and Economics

OPSMGT 258 : Business Process Design (15 POINTS)

2021 Semester One

Course Prescription

Introduces the elements of business process management through mapping and design. Emphasis is on how organisations identify, design and improve essential business processes. Includes the use of software tools to model and analyse processes for continuous performance improvements.

Course Overview

The course aims to provide a basic, broad-based understanding of business process design and management that will serve as a good foundation for specialist Stage-III courses in Operations Management, Supply Chain Management, Enterprise Systems and IS design and management etc. Thus, the course has multiple objectives, which include providing students with 1) the fundamentals of process thinking and process management, 2) a basic understanding of links between organisational strategy and business process improvement initiatives, 3) techniques for analysing, improving and redesigning processes, 4) knowledge of how to execute business process redesign projects, 5) formal process modelling skills using business software to represent and analyse both as-is and to-be processes, 6) knowledge and modelling of inter and intra enterprise business processes, and 7) basic knowledge of how to manage the organisational change that is induced by process redesign.

Course Requirements

Prerequisite: INFOSYS 110 and STATS 101 or 108

Capabilities Developed in this Course

- Capability 1: Disciplinary Knowledge and Practice
- Capability 2: Critical Thinking
- Capability 3: Solution Seeking
- Capability 4: Communication and Engagement
- Capability 5: Independence and Integrity

Graduate Profile: [Bachelor of Commerce](#)

Learning Outcomes

By the end of this course, students will be able to:

1. Demonstrate the knowledge of the concepts, views, and latest methodologies of business process design, and apply them into practice. (Capability 1)
2. Diagnose current business processes (as-is) through analysing information from diverse sources and classify process issues for business process (re)design. (Capability 2)
3. Develop alternatives for business process improvement and propose well-justified solutions (to-be) through quantitative and qualitative methods. (Capability 2 and 3)
4. Provide logical structure with specific evidence and synthesise other alternatives with attentive listening when discussing organisational changes. (Capability 4.1 and 4.3)
5. Write persuasive documents which clearly demonstrate why and how organisations pursue business process improvement initiatives. (Capability 4.2 and 4.3)
6. Challenge own alternatives for business process redesign and polish them through questioning relevance. (Capability 5.1)

Assessments

Assessment Type	Percentage	Classification
Laboratories	8%	Individual Coursework
Assignment 1	10%	Individual Coursework
Assignment 2	15%	Individual Coursework
Test	20%	Individual Test
Final Exam	47%	Individual Examination
5 types	100%	

Assessment Type	Learning Outcome Addressed					
	1	2	3	4	5	6
Laboratories	✓	✓	✓	✓	✓	✓
Assignment 1	✓	✓	✓			✓
Assignment 2	✓	✓	✓	✓	✓	✓
Test	✓	✓	✓		✓	✓
Final Exam	✓	✓	✓		✓	✓

Workload Expectations

This course is a standard 15 point course and students are expected to spend 10 hours per week involved in each 15 point course that they are enrolled in. For this course, you can expect 3 hours of lectures, an hour tutorial, 2 hours of reading and thinking about the content, and 4 hours of work on assignments and/or test preparation in a week.

Delivery Mode

Campus Experience

Attendance is required at scheduled activities including labs to receive credit for components of the course.

Lectures will be available as recordings. Other learning activities including labs will not be available as recordings.

The course will not include live online events including tutorials.

Attendance on campus is required for the exam.

The activities for the course are scheduled as a standard weekly timetable.

Learning Resources

There is no printed textbook for the course, however there are a number of prescribed book chapters and readings available via the CANVAS Readings list. These readings are available through CANVAS as electronic copies. Students are required to complete the prescribed readings prior to each class session and be fully prepared to contribute to an in-depth discussion. Lecture slides, the main learning resources, will be uploaded to Canvas prior to each class. A limited number of readings and/or handouts may be distributed in class.

The University of Auckland copyright applies to all resources and information used during the course prohibiting students from sharing anything outside of their specific semester course cohort.

Student Feedback

At the end of every semester students will be invited to give feedback on the course and teaching through a tool called SET or Qualtrics. The lecturers and course co-ordinators will consider all feedback and respond with summaries and actions.

Your feedback helps teachers to improve the course and its delivery for future students.

Class Representatives in each class can take feedback to the department and faculty staff-student consultative committees.

Digital Resources

Course materials are made available in a learning and collaboration tool called Canvas which also includes reading lists and lecture recordings (where available).

Please remember that the recording of any class on a personal device requires the permission of the instructor.

Academic Integrity

The University of Auckland will not tolerate cheating, or assisting others to cheat, and views cheating in coursework as a serious academic offence. The work that a student submits for grading must be the student's own work, reflecting their learning. Where work from other sources is used, it must be properly acknowledged and referenced. This requirement also applies to sources on the internet. A student's assessed work may be reviewed against online source material using computerised detection mechanisms.

Inclusive Learning

All students are asked to discuss any impairment related requirements privately, face to face and/or in written form with the course coordinator, lecturer or tutor.

Student Disability Services also provides support for students with a wide range of impairments, both visible and invisible, to succeed and excel at the University. For more information and contact details, please visit the [Student Disability Services' website](http://disability.auckland.ac.nz) <http://disability.auckland.ac.nz>

Special Circumstances

If your ability to complete assessed coursework is affected by illness or other personal circumstances outside of your control, contact a member of teaching staff as soon as possible before the assessment is due.

If your personal circumstances significantly affect your performance, or preparation, for an exam or eligible written test, refer to the University's [aegrotat or compassionate consideration page](https://www.auckland.ac.nz/en/students/academic-information/exams-and-final-results/during-exams/aegrotat-and-compassionate-consideration.html) <https://www.auckland.ac.nz/en/students/academic-information/exams-and-final-results/during-exams/aegrotat-and-compassionate-consideration.html>.

This should be done as soon as possible and no later than seven days after the affected test or exam date.

Learning Continuity

In the event of an unexpected disruption we undertake to maintain the continuity and standard of teaching and learning in all your courses throughout the year. If there are unexpected disruptions the University has contingency plans to ensure that access to your course continues and your assessment is fair, and not compromised. Some adjustments may need to be made in emergencies. You will be kept fully informed by your course co-ordinator, and if disruption occurs you should refer to the University Website for information about how to proceed.

Student Charter and Responsibilities

The Student Charter assumes and acknowledges that students are active participants in the learning process and that they have responsibilities to the institution and the international community of scholars. The University expects that students will act at all times in a way that demonstrates respect for the rights of other students and staff so that the learning environment is both safe and productive. For further information visit [Student Charter](https://www.auckland.ac.nz/en/students/forms-policies-and-guidelines/student-policies-and-guidelines/student-charter.html) <https://www.auckland.ac.nz/en/students/forms-policies-and-guidelines/student-policies-and-guidelines/student-charter.html>.

Disclaimer

Elements of this outline may be subject to change. The latest information about the course will be available for enrolled students in Canvas.

In this course you may be asked to submit your coursework assessments digitally. The University reserves the right to conduct scheduled tests and examinations for this course online or through the use of computers or other electronic devices. Where tests or examinations are conducted online remote invigilation arrangements may be used. The final decision on the completion mode for a test or examination, and remote invigilation arrangements where applicable, will be advised to students at least 10 days prior to the scheduled date of the assessment, or in the case of an examination when the examination timetable is published.