HIGHER EDUCATION PROGRAMMES

Academic Year 2025:	January - June
Summative Assessment 2:	Workflow Management 3 (HWFM300-1)
NQF Level, Credit:	6, 20
Weighting:	10%
Assessment Type:	Research Essay
Educator:	S. Maduveko
Examiner:	S. Maduveko
Due Date	6 June 2025
Total	20 Marks

Instructions

1. Summative Assessment 2 (SA 2) must be handed in online on or before 6 June 2025.

2. The essay must be a minimum of 700 (seven hundred) words, and should not exceed 850 (eight hundred and fifty) words.

3. The essay structure must be as follows:
   - Cover Page:

     - Name
     - Surname
     - Student Number
     - Name of your Support Centre (i.e. Boston, Braamfontein)

   - Introduction: Tells the reader what the essay is about.
   - Body / Main Content: Is based on research and relates to the essay question or topic that has been set.
   - Conclusion: Is a summary of what has been covered in the essay, it may also include suggestions / recommendations.

- Reference list: (not included in the word count): the <u>Harvard Referencing Method</u> must be adhered to with regards to in-text citations and the reference list. Please make sure you have read and adhere to the *NWU Referencing Guide*, available in the HE Library module on ColCampus, as well as *The Beginners Guide to Plagiarism*, available in the HE Student Information module, also on ColCampus.

4. The essay must be typed, using the following type settings only:
   - Font: Arial
   - Font Size: 12
   - Line Spacing: 1.5

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5. **The following must be adhered to:**

- ***You have been provided with two (2) academic sources (see below), these sources are <u>compulsory</u> and must be consulted and referenced when answering the research question.***
- ***It is imperative to note that the compulsory sources must be accessed using the Library module on ColCampus.***

Compulsory sources to peruse:

- Lopes, T. and Guerreiro, S., 2023. Assessing business process models: a literature review on techniques for BPMN testing and formal verification. *Business Process Management Journal*, *29*(8), pp.133-162. Retrieved from https://www.emerald.com/insight/content/doi/10.1108/BPMJ-11-2022-0557 [Accessed 1 September 2024].
- Delgado, A., Calegari, D., García, F. and Weber, B., 2022. Model-driven management of BPMN-based business process families. *Software and Systems Modelling*, *21*(6), pp.2517-2553. Retrieved from https://link.springer.com/article/10.1007/s10270-022-00985-3 [Accessed 1 September 2024].
- Pastrana-Pardo, M.A., Ordóñez-Erazo, H.A. and Cobos-Lozada, C.A., 2022. Process Model Represented in BPMN for Guiding the Implementation of Software Development Practices in Very Small Companies Harmonizing DEVOPS and SCRUM. *Revista Facultad de Ingeniería*, *31*(62). Retrieved from http://www.scielo.org.co/scielo.php?pid=S0121-11292022000400209&script=sci_arttext&tlng=en . [Accessed 1 September 2024]

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6. You must make use of the Harvard Method of Referencing. Refer to the <u>examples</u> of referencing below:

Book, single author:
Holt, D.H. 2017. Management principles and practices. Sydney: Prentice-Hall.

Book, 2 or 3 authors:
McCarthey, E.J., William, D.P. & Pascale, G.Q. 2017. Basic marketing, Cape Town: Juta.

Book, more than 3 authors:
Bond, W.R., Smith, J.T., Brown, K.L. & George, M. 2016. Management of small firms, Sydney: McGraw-Hill.

Book, no author:
Anon. 2009. A history of Greece 1994-now. Sydney: Irwin.

eBook:
Harris, C.A. 1917. How to write music: musical orthography, edited by M. Randall. New York, NY: H. W. Grey. http://gutenbert.org/files/37281/37281-h/37281-h.htm. Date of access: 31 August 2017.

Academic Journal article with one author:
Allan, J. 2017. Nurturing supportive learning environment in higher education through the teaching of study skills: to embed or not to embed? *International Journal of Teaching and Learning in Higher Education*, 19(2):64-76.

Academic Journal with 2 or more authors:
Glatt, M.M., Grindstone, C.H & Hult, C.J. 2019. The geographic expansion of Mexican immigration in the United States and its implications for local law enforcement. *Law Enforcement Executive Forum Journal*, 8(1):73-82.

Webpage, no author:
(use first few words of the page title) Improve indigenous housing now, government told. 2007. Available from: <http://www.architecture.com.au/i-cms?page=10220>. Date of Access, 8 February 2016.

Website:
Australian Securities Exchange. 2019. Market Information. Available from: <http://www.asx.com.au/professionals/market_information/index.htm> Accessed on 5 July 2019.

Web based image / table / figure:

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The Lunar Interior. 2000. Available from:
http://www.planetscapes.com/solar/browse/moon/moonint.jpg 2 Accessed on 8 November 2016.

Blog:
Newton, A. 2007. Newcastle toolkit. 16 January 2007. Angela Newton: Blog. Available from: <https://elgg.leeds.ac.uk/libajn/weblog/> Accessed on 23 February 2014.

Facebook and Twitter:
Smith, P. 2012. Social networking group, (Facebook), 6 October. Available from: http://facebook.com Accessed on 29 October 2012.

Newspaper, print:
Wolhuter, T. 2011. How to read food labels. *Star*. 26, 2 Mar 2011.

Newspaper, electronic database:
Hans, B. 2011. Cosatu slams Swazi loan. *The mercury*, 15 Aug. http://www.iol.co.za/mercury/cosatu-slams-swazi-loan-1.1117816 Date of access: 1 Sep. 2012.

7. Plagiarism occurs when a writer duplicates another writer's language or ideas, and then calls the work his or her own. Simply put, plagiarism is theft. This includes the 'copy and paste' of work from textbooks, study guides, journal articles. The Plagiarism Declaration, included in this brief, must be signed and attached to the front of your essay. Refer to the Plagiarism Information Sheet in your Course Outline for further information.

8. *Academic sources:*
Not all sources can be classified as academic source. To judge whether a source is an academic source, take the following criteria into account:
   - The author should be identifiable
   - The source should be published by a credible publisher (In an Academic Textbook or Academic Journal)
   - A list of references should be provided

Wikipedia *is not* a credible academic source. There is no one author identifiable, and editing an article on this site is very easy. Also, blog posts often provide valuable information, but this is not academically sound.

9. To obtain maximum results, please consult the rubric included in this brief to ensure that you adhere to and meet all the given criteria.

10. A **Copyleaks Report** will be issued via ColCampus once the assignment is submitted. Please ensure that you follow the correct steps when uploading your assignment, to ensure that the Copyleaks Report is correctly issued. If the incorrect document is

uploaded, or if no Copyleaks Report is issued, or if the Copyleaks Report indicates that a 30% similarity/plagiarism score has been exceeded, a <u>mark of zero (0) will be awarded</u>.

Background Scenario

You are a junior consultant in a medium-sized manufacturing company struggling with inefficient production processes. Delays, inter-department miscommunication, and a lack of standardised procedures challenge the company. They have adopted the Business Process Model and Notation (BPMN) to facilitate the understanding of the performance collaborations and business transactions between the organisation's units, streamline their workflow, and improve operational efficiency. Research how BPMN can address these issues and propose a detailed implementation plan.

Research Essay Question   (20 Marks)

Justify the assertion that "Implementing the Business Process Model and Notation (BPMN) enhances workflow management in modern organisations".

You are required to:

- Demonstrate a thorough understanding of BPMN and its applications.
- Present a comprehensive and feasible implementation plan.

Compulsory sources to peruse:

- Lopes, T. and Guerreiro, S., 2023. Assessing business process models: a literature review on techniques for BPMN testing and formal verification. *Business Process Management Journal*, *29*(8), pp.133-162. Retrieved from https://www.emerald.com/insight/content/doi/10.1108/BPMJ-11-2022-0557 [Accessed 1 September 2024].
- Delgado, A., Calegari, D., García, F. and Weber, B., 2022. Model-driven management of BPMN-based business process families. *Software and Systems Modelling*, *21*(6), pp.2517-2553. Retrieved from https://link.springer.com/article/10.1007/s10270-022-00985-3 [Accessed 1 September 2024].
- Pastrana-Pardo, M.A., Ordóñez-Erazo, H.A. and Cobos-Lozada, C.A., 2022. Process Model Represented in BPMN for Guiding the Implementation of Software Development Practices in Very Small Companies Harmonizing DEVOPS and SCRUM. *Revista Facultad de*

Ingeniería, 31(62). Retrieved from http://www.scielo.org.co/scielo.php?pid=S0121-11292022000400209&script=sci_arttext&tlng=en . [Accessed 1 September 2024]

Learning Outcomes Assessed:

- Understand business process modelling in a real-life context
- Understand the importance of business process planning and process implementation in organisations.

Rubric

Criteria	Excellent (16 - 20)	Good (11 - 15)	Satisfactory (6 - 10)	Needs Improvement (0 - 5)
Understanding of BPMN	Demonstrates a thorough understanding of BPMN and its applications. (4 marks)	Shows a good understanding with minor gaps. (3 marks)	Basic understanding with some inaccuracies. (2 marks)	Lacks understanding of BPMN. (0 - 1 marks)
Analysis of Workflow Management	Provides a detailed and insightful analysis of how BPMN enhances workflow management. (4 marks)	Offers a good analysis with some depth. (3 marks)	Basic analysis with limited depth. (2 marks)	Inadequate analysis with little to no depth. (0 - 1 marks)
Use of Sources	Effectively integrates and cites all three sources with critical evaluation. (4 marks)	Uses sources well but lacks critical evaluation. (3 marks)	Uses sources but with limited integration. (2 marks)	Poor use of sources with little to no integration. (0 - 1 marks)
Implementation Plan	Proposes a comprehensive and feasible implementation plan. (4 marks)	Proposes a good plan with minor feasibility issues. (3 marks)	Proposes a basic plan with some feasibility issues. (2 marks)	Proposes an inadequate or unfeasible plan. (0 - 1 marks)
Writing Quality & Referencing	Clear, concise, and well-organized writing with correct citation and referencing. (4 marks)	Clear and organized writing with minor errors in referencing and citations. (3 marks)	Understandable writing with some reference errors. (2 marks)	Poorly written with no referencing and no citations. (0 - 1 marks)