



Course Code

SMFBPO2

Course Title

Fundamentals of Business Process Outsourcing 102

Course Credits

3 Units

Pre-requisite

SMFBPO1

Course Description

The course provides an introduction to fundamental Business Process Management concepts via an understanding of the techniques for using business practices and methods to create and improve business processes. The foundational study of business processes provide a basis by which performance improvements are identified and implemented across business organizations.

Business process outsourcing is introduced as a natural evolution of business process management. The student is exposed to a set of qualitative and quantitative topics aimed to enhance process-oriented thinking, in order to develop the knowledge and skills necessary to appreciate and implement programs of process reengineering, management and excellence in organizations.

Course Objectives:

By the end of this course, the student should:

- conceptualize organizations as compendiums of processes
- analyze business operations as processes and understand their value contribution to business performance
- improve process definition and efficiency by the application of process documentation, modelling, and quantitative analysis methods

- define basic process operations management, process improvement methodologies, and core concepts of process quality
- identify interdependencies of business processes across organizational boundaries
- identify the role and value-add of information technology to business process efficiency and management

Course Outline

Section	Topic	Description
	Course Overview	Course Overview
1	Quality Management Systems	Introduction to QMS and Process Improvement Business Process Mapping and Notation Quality Management Systems in the IT-BPM Industry
2	Project Management	Basic Quality Tools: Root Cause Analysis Project Management – Introduction Planning Processes Activity and Gantt Chart Project Plan Project Reporting
3	Client Presentation Development and Delivery	Introduction Course Title, Description and SMART Objectives Developing Course Outlines Developing Session Objectives Content Development Suggestions Be Professional: Prepare, Manage time, Respect Manage the Questions, Keep It Interactive

Learning Resources:

References

References Harmon, Paul: Business Process Change. A Guide for Business Managers and BPM and Six Sigma Professionals. 2nd Edition, Morgan Kaufmann,

San Francisco, ISBN-10: 0123741521, ISBN-13: 978-0123741523.

Sethi, V. and W.R. King. Organizational Transformation through

Business Process Reengineering: Applying the Lessons Learned. New Jersey: Prentice Hall, 1998

Course Requirements:

	Midterm	Finals
Class Standing	20%	20%
Quizzes (minimum of 4)	40%	40%
Major Exams	40%	40%
	100%	100%

$$\text{Final Grade} = \frac{\text{Midterm Grade} + \text{Final Grade}}{2}$$