



University of Shanghai for Science and Technology

Course Syllabus

Course Title: Business Process Management

Course Number: 2987

Semester: Winter 2024

Total Contact Hours: 56 Hours

Instructor: TBA

Credits: 4

Email: TBA

Class Schedule: TBA

Office Location: TBA

Course Prerequisite(s): None

Course Description: A business process is a collection of activities and tasks designed to accomplish a business goal in an organizational and technical environment. This course is designed to introduce the concepts, methods and techniques that support the design, enactment, management, and analysis of business processes. Throughout the course, case studies will be used to illustrate the concepts. Example applications from major domains of business process industry will be studied.

Required Textbook: *Business Process Management: Concepts, Languages, Architectures*, by Mathias Weske, Springer Science & Business Media, 3rd Ed.

Learning Outcomes: *After completing this course, students will be able to*

- Understand the basic principles of business process management.
- Understand concepts and foundations of business process modelling.
- Analyze and evaluate existing business processes to identify improvement opportunities.
- Apply the tools and techniques of business management in the major domains of business process industry.
- Evaluate the efficiency and effectiveness of an organization from a process perspective.
- Develop their critical thinking and problem-solving skills in the context of BPM.

Homework Assignments:

- The assignments will be posted on the course web page at least one week before the due date.
- The due dates of the assignments will be also indicated by the instructor.

- Late homework is not accepted.

Grading Evaluation:

EXAMS	PERCENT	GRADE	PERCENTAGE
4 Assignments	40%	A+	96-100
Midterm Exam	25%	A	90-95
Final Project	35%	A-	85-89
Total	100%	B+	82-84
		B	78-81
		B-	75-77
		C+	71-74
		C	66-70
		C-	62-65
		D	60-61
		F	< 60

Course Outline:

Class Number	Topics
1	Introduction: What is BPM?
2	Evolution of Enterprise Systems Architectures
3	Approaches within Business Process Management
4	Business Process Management Lifecycle
5	BPM and Quality Management: TQM, Six Sigma, BPR Assignment 1
6	Process Identification
7	Process Documentation and Mapping
8	Process Modeling Fundamentals
9	Types of Process Models
10	BPM Software and Tools Assignment 2

11	Midterm Exam
12	Process Analysis
13	Process Simulation
14	Process Improvement
15	Lean and Six Sigma Principles in BPM Assignment 3
16	Continuous Improvement Methodologies
17	Redesigning and Optimizing Processes
18	Change Management in BPM
19	Business Process Automation (BPA)
20	Integrating BPM with Enterprise Systems Assignment 4
21	BPM in Practice
22	Current Trends and Emerging Technologies in BPM
23	Final Project and Presentation
24	Final Project and Presentation (Cont.) Peer Review and Feedback

Attending Policy: Regular and prompt attendance is required. Under ordinary circumstances, you may miss two times without penalty. Each absence over this number will lower your course grade by a third of a letter and missing more than five classes may lead to a failing grade in the course. Arriving late and/or leaving before the end of the class period are equivalent to absences.

Policy on “Late Withdrawals”: In accordance with university policy, appeals for late withdrawal will be approved ONLY in case of medical emergency and similar crises.

Academic Honesty: University of Shanghai for Science and Technology expects all students to do their own work. Instructors will fail assignments that show evidence of plagiarism or other forms of cheating, and will also report the student's name to the University administration. A student reported to the University for cheating is placed on disciplinary probation; a student reported twice is suspended or expelled.

General Expectations: Students are expected to

- Attend all classes and be responsible for all materials covered in class and otherwise assigned;
- Complete the day's required reading and assignments before class;

- Review the previous day's notes before class and make notes about questions you have about the previous class or the day's reading;
- Participate in class discussions and complete required written work on time;
- Refrain from texting, phoning or engaging in computer activities unrelated to class during the class period;
- While class participation is welcome, even required, you are expected to refrain from private conversations during the class period.

Special Needs or Assistance: Please contact the Administrative Office immediately if you have a learning disability, a medical issue, or any other type of problem that prevents professors from seeing you have learned the course material. Our goal is to help you learn, not to penalize you for issues which mask your learning.