

Elective Course 6: Business Process Management for Risk & Performance Management

Course Type:	PS: Program Specialisation	Course Credits:	2
Course Code:	O3SE514	Course Duration:	30 Hours

Course Objectives:

- Introduce students to core concepts and methodologies in business process management.
- Equip students with practical skills for identifying, analyzing, and optimizing business processes.
- Cultivate understanding of risk assessment methodologies within process management frameworks.
- Enable students to apply performance management techniques to business processes.
- Foster critical analysis of the role of technology and innovation in enhancing process efficiency and effectiveness.

Course Outcome:

- **CO1:** Define key concepts, principles, and frameworks in Business Process Management (BPM), Risk Management, and Performance Management.
- **CO2:** Explain the relationship between BPM, risk mitigation, and organizational performance, and their role in achieving business objectives.
- **CO3:** Utilize process mapping, risk assessment techniques, and performance measurement tools to analyze and improve business operations.
- **CO4:** Evaluate risks and inefficiencies in business processes and recommend strategies for risk mitigation and performance enhancement.
- **CO5:** Assess the impact of BPM initiatives on risk reduction and overall business performance using industry benchmarks and best practices.
- **CO6:** Design business process improvement strategies, integrating risk management and performance optimization frameworks to enhance organizational efficiency.

Sr. No.	Content	CO Mapping	Hours Assigned
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1	Introduction to Business Process Management: Definition of BPM Importance in organizations Key BPM concepts and lifecycle	CO1	3
2	Business Process Modeling: Introduction to process modelling Flowcharts & BPMN Process mapping tools & software	CO2	3
3	Business Process Analysis: Identifying bottlenecks Root cause analysis techniques Process efficiency metrics	CO3	3
4	Business Process Design: Process redesign approaches Lean & Six Sigma principles Optimization strategies	CO4	3
5	BPM Technologies: Overview of BPM technologies Automation & AI in BPM Integrating BPM with IT systems	CO5	3
6	Business Process Implementation: Change management in BPM Stakeholder engagement techniques Case study on BPM implementation	CO6	3
7	Performance Measurement in BPM: Importance of measuring BPM performance Key performance indicators (KPIs) Process metrics & dashboards Risk and Performance Management Frameworks	CO5	3
8	Continuous Improvement Continuous improvement methodologies (Lean, Six Sigma etc.) Agile and iterative BPM approaches Data-driven decision-making	CO6	3
9	Case Studies and Applications of BPM in Various Industries: Kodak, Ford Motor, IBM Credit etc Case study analysis of BPM applications Industry best	CO4	3

	practices Challenges & success factors		
10	Project Work & Presentation: End-to-End Business Process Analysis: Business process project analysis Group presentations Review & feedback	CO6	3

Textbooks:

1. Dumas, M., La Rosa, M., Mendling, J., & Reijers, H. A. (2018) Fundamentals of Business Process Management (2nd Edition, Springer)
2. Harmon, P. (2019) Business Process Change: A Business Process Management Guide for Managers and Process Professionals (4th Edition, Morgan Kaufmann)
3. Aguinis, H. (2019) Performance Management (4th Edition, Chicago Business Press)

Reference Books:

1. Michael Hammer and James Champy, Reengineering the Corporation, Nicholas Brealey Publishing, (1995). Jeffrey N. Lowenthal, Reengineering the Organizations

