INFS911

Business Process

Management and Optimization

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Business Process Management
and Optimization

<u>Instructor Contact Details</u>

Lecturer-in-charge: Dr. Wenjie Wang
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<u>Teaching Times, Modes and Locations</u>

Course Duration: 23 Jun 2025 to 11 Jul 2025
Modes: Face-to-face
Location: Huajiachi Campus, Zhejiang University via face-to-face

<u>Academic Level</u>

Postgraduate

<u>Credit Points:</u>

The course is worth 6 units of credit point.

<u>Credit Hours</u>

The number of credit hours of this course equals to the credits of a standard semester- long course.

<u>Contact Hours</u>

The course contains a total of 53 contact hours, which consists of orientation, lectures, seminars, quiz, discussion, research, case study, small tests, assignments, on-site field trip(s), in-class and after-class activities, revision, self-study, and final exam. Students will receive an official transcript which is issued by Zhejiang University when completing this course.

<u>Enrolment Requirements</u>

Eligibility requires enrollment in an overseas university as an undergraduate or postgraduate student, proficiency in English, and pre-approval from the student's home institution.

<u>Course Description:</u>

This unit highlights the key concepts of Business Process Management (BPM) and their importance in supporting business operations and providing competitive advantage and innovation. It covers strategies, tools, and technologies needed throughout the BPM lifecycle, focusing on analyzing, redesigning, and improving processes to be lean and customer-focused. The unit also addresses process architecture, governance, performance measurement, and industry standards, integrating strategic and change management perspectives. Practical skills in modelling and simulating processes using BPM tools are developed, emphasizing the design, improvement, and management of business processes through BPM systems for effective process coordination and enactment.

Prerequisite:

N/A

Learning Resources

- Dumas, Marlon, et al. Fundamentals of business process management. Springer-Verlag, 2018.

- Sharp, Alec, and Patrick McDermott. "Workflow Modeling: Tools for Process Improvement and Application Development ‖, Artech House." Inc., Norwood, MA (2001).

Learning Objectives

By the end of this course, you should be able to:

・Discuss the holistic role of Business Process Management (BPM) in improving business performance and aligning processes with overall strategy.

・Apply BPM methodologies, concepts, and principles to business problems, document processes using Business Process Modeling and Notation (BPMN), and use BPM tools to model, document, and analyze processes.

・Address the issues and challenges associated with process change initiatives, evaluate the impact on stakeholders, and understand the role of change management in mitigating risks.

・Work independently and as part of a diverse team, communicating professionally and ethically while proposing and planning process improvement solutions

Course Delivery:

- Face-to-face Lecture mode includes lectures, seminars, quiz, discussion, research, case study, small tests, assignments, on-site field trip(s), in-class and after-class activities, revision, and final exam.

The following course will be taught in English. There will also be guest speakers and optional field trips available for students who would like to enhance their learning experience. All courses and other sessions will be run during weekdays.

Topics and Course Schedule:

WK	Topic	Activities
1	Orientation	
1	Introduction to Business Process Management (BPM)	Lecture; Tutorial
1	Business Process Identification	Lecture; Tutorial
1	Business Process Governance and Discovery	Lecture; Tutorial
1	Essential Process Modeling	Lecture; Tutorial
1	Process Modelling using BPMN and Signavio	Lecture; Tutorial
2	Advanced Process Modeling	Lecture; Tutorial
2	Seminar	
2	Process Mining and Analysis Approaches I	Lecture; Tutorial
2	Process Mining and Analysis Approaches II	Lecture; Tutorial
2	Quiz	Closed book
2	Process Redesign: Development Approaches	Lecture; Tutorial
3	Process-Aware Information Systems	Lecture; Tutorial
3	Process Implementation with Executable Models I	Lecture; Tutorial
3	Process Implementation with Executable Models II	Lecture; Tutorial
3	Process Automation	Lecture; Tutorial
3	BPM as an Enterprise Capability	Lecture; Tutorial
3	Revision	Tutorial

3	Final exam		Closed book

Assessments:

Class participation	15%
Quiz	15%
Assignments	20%
Final exam	50%

Grade Descriptors:

HD	High Distinction	85-100
D	Distinction	75-84
Cr	Credit	65-74
P	Pass	50-64
F	Fail	0-49

High Distinction 85-100

• Treatment of material evidences an advanced synthesis of ideas Demonstration of initiative, complex understanding, and analysis.
• Work is well-written and stylistically sophisticated, including appropriate referencing, clarity, and some creativity where appropriate.
• All criteria addressed to a high level.

Distinction 75-84

• Treatment of material evidences an advanced understanding of ideas Demonstration of initiative, complex understanding and analysis Work is well-written and stylistically strong.
• All criteria addressed strongly.

Credit 65-74

• Treatment of material displays a good understanding of ideas.
• Work is well-written and stylistically sound, with a minimum of syntactical errors.
• All criteria addressed clearly.

Pass 50-64

• Treatment of material indicates a satisfactory understanding of ideas Work is adequately written, with some syntactical errors.
• Most criteria addressed adequately.

Fail 0-49

• Treatment of ideas indicates an inadequate understanding of ideas Written style inappropriate to task, major problems with expression.
• Most criteria not clearly or adequately addressed.

<u>Academic Integrity</u>

Students are expected to uphold the university's academic honesty principles which are an integral part of the university's core values and principles. If a student fails to observe the acceptable standards of academic honesty, they could attract penalties and even disqualification from the course in more serious circumstances. Students are responsible for knowing and observing accepted principles of research, writing and any other task which they are required to complete.

Academic dishonesty or cheating includes acts of plagiarism, misrepresentation, fabrication, failure to reference materials used properly and forgery. These may include, but are not limited to: claiming the work of others as your own, deliberately applying false and inaccurate information, copying the work of others in part or whole, allowing others in the course to copy your work in part or whole, failing to appropriately acknowledge the work of other scholars/authors through acceptable referencing standards, purchasing papers or writing papers for other students and submitting the same paper twice for the same subject.

This Academic Integrity policy applies to all students of the Zhejiang University in all programs of study, including non-graduating students. It is to reinforce the University's commitment to maintain integrity and honesty in all academic activities of the University community.

<u>Policy</u>
The foundation of good academic work is honesty. Maintaining academic integrity upholds the standards of the University. The responsibility for maintaining integrity in all the activities of the academic community lies with the students as well as the faculty and the University. Everyone in this community must work together to ensure that the values of truth, trust and justice are upheld.

Academic dishonesty affects the University's reputation and devalues the degrees offered. The University will impose serious penalties on students who are found to have violated this policy. The following penalties may be imposed:

- ✓ Expulsion
- ✓ Suspension
- ✓ Zero mark /fail grade
- ✓ Marking down
- ✓ Re-doing/re-submitting of assignments or reports, and
- ✓ Verbal or written warning.