

COURSE NAME: MGT101 Advanced Business Processes

Credit Value: 3
Total Course Hours: 42
Prerequisite Course(s): None
Corequisite Course(s): None

COURSE DESCRIPTION

This course presents advanced business process and its interrelationship with organizational strategy and goals. Methods for analyzing business processes, including process mapping are reviewed as well as redesigning processes for efficiency. Once students have a firm understanding of this theory they will have the opportunity to select a business process and conduct the business process analysis. Following this analysis, students will recommend process improvements that lead to improved efficiency and/or effectiveness.

PLAR INFORMATION

This course is eligible for Prior Learning Assessment and Recognition. Students are advised to discuss options with their program coordinator.

COURSE LEARNING OUTCOMES

Upon completion of this course, the student will have reliably demonstrated the ability to:

- 1.0 Identify several business processes, and break down a business process into its primary steps.
 - 1.1 Define business process.
 - 1.2 Identify the components of a business process.
 - 1.3 Identify how business processes can be developed to achieve organizational goals.
 - 1.4 Identify the structure and components of several business processes.
 - 1.5 Deconstruct several business processes into their primary steps.
 - 1.6 Review business process maps for several common processes.
- 2.0 Express business process mapping as an effective component of business process management resulting in increased efficiencies.
 - 2.1 Identify process mapping as an effective methodology for strategic process management.
 - 2.2 Interpret the value of process mapping as a measurement of current and proposed organizational efficiencies.
 - 2.3 Distinguish the institutional knowledge and key stakeholders involved in the preparatory work of process mapping.
 - 2.4 Delineate the characteristics of an efficient and effective process.
- 3.0 Critically evaluate an organizational output and identify areas for improved efficiency and effectiveness.
 - 3.1 Distinguish the status of an organizational output using the SMART Metrics Framework.
 - 3.2 Illustrate specific areas of improvement identified in the evaluation process.
 - 3.3 Construct an alternate business process that is better aligned with organizational strategy through the use of a process map.
 - 3.4 Identify the benefits of an alternate business process.
- 4.0 Investigate the interrelationship between technology and business process management.
 - 4.1 Distinguish the difference between Enterprise Resource Planning (ERP) and BPM.
 - 4.2 Relate how ERP and BPM work together to improve efficiency and effectiveness in an organization.
 - 4.3 Compare and contrast the advantages and disadvantages of embedding technology into business process management.
 - 4.4 Dramatize how technology is changing the

trajectory of business process management in the global business area.

5.0 Conduct a business process analysis and recommend process improvements.

5.1 Perform a process analysis and describe the information gathering process as well as the key stakeholders consulted with.

5.2 Develop a process map based on information compiled in the information

gathering stage of process management identified in Course Learning Outcome 5.1.

5.3 Distinguish key changes and provide rationale that links to organizational goals and objectives.

5.4 Prepare a report on findings and make recommendations for changes resulting in efficiencies that will have a measurable impact to the organization.

GENERAL EDUCATION

This is not a General Education course.

PROGRAM OUTCOMES

This course contributes to the following Ministry of Colleges and Universities approved program learning outcomes (PLO):

Business Management

3. Utilize the concepts and business applications of computer information systems.
4. Adhere to the concepts of organizational behaviour, and apply decision-making and problem solving techniques in formulating business policy.
8. Prepare and deliver a sales presentation.
9. Utilize effective oral and written communications in all aspects of work completed.
10. Apply effective interpersonal skills.
11. Articulate various economic principles and their relationship to business.
12. Complete all work according to relevant and accepted business ethics and within the scope of corporate responsibility.

ESSENTIAL EMPLOYABILITY SKILLS OUTCOMES

This course contributes to the following Ministry of Colleges and Universities approved essential employability skills (EES) outcomes:

1. Communicate clearly, concisely, and correctly in the written, spoken, and visual form that fulfils the purpose and meets the needs of the audience.
2. Respond to written, spoken, or visual messages in a manner that ensures effective communication
4. Apply a systematic approach to solve problems
5. Use a variety of thinking skills to anticipate and solve problems
6. Locate, select, organize, and document information using appropriate technology and information systems.
7. Analyse, evaluate, and apply relevant information from a variety of sources.
8. Show respect for the diverse opinions, values, belief systems, and contributions of others
9. Interact with others in groups or teams in ways that contribute to effective working relationships and the achievement of goals.
10. Manage the use of time and other resources to complete projects.
11. Take responsibility for one's own actions, decisions, and consequences.

EXTERNAL COURSE ACCREDITATIONS AND CONDITIONS

COURSE EVALUATION

Discussion 10%
 Assignments 35%
 Presentation 10%
 Case Study 15%
 Final Portfolio 30%

PROGRAM SPECIFIC GRADING

As per the college's grading system.

GRADING SYSTEM

A+:	90-100%	B+:	77-79%	C+:	65-69%	D:	50-54%	S - Satisfactory
A:	85-89%	B:	73-76%	C:	60-64%	F:	0-49%	I - Incomplete
A-:	80-84%	B-:	70-72%	D+:	55-59%			F- Repeat Course, included in GPA
								FS- Failure Supplemental
								FR- Repeat course, excluded from GPA

*For a complete chart of grades and descriptions, please see the Grading Policy.

LEARNING RESOURCES

Other Resources:

As identified by instructor.

Recommended: Access to email service, word processing and presentation software such as Microsoft Word, Microsoft PowerPoint, Apple Pages or Apple Keynote.

Resources listed on the course outline support the achievement of learning outcomes, and may be used throughout the course to varying degrees depending on the instructor's teaching methodology and the nature of the resource.

LEARNING ACTIVITIES

Case studies, assignments, discussion

DELIVERY MODE

This course may be delivered, in whole or in part, in a number of modalities, including in class, online, hybrid, in a synchronous or asynchronous manner or a combination thereof, as per accreditation and/or regulatory standards where appropriate.

ACADEMIC POLICIES

Canadore College is committed to the highest standards of academic integrity, and expects students to adhere to these standards as part of the learning process in all environments. The College's Academic Integrity policy seeks to ensure that all students understand their rights and responsibilities in upholding academic integrity and that students receive an accurate and fair assessment of their work. Please review the Academic Integrity policy (A-18) and other academic policies found on our website:

<https://www.canadorecollege.ca/about/policies>.

COLLEGE POLICIES

- Protecting human rights in support of a respectful college community

For college policies please see: <http://www.canadorecollege.ca/about-us/college-policies>.

STUDENT SUCCESS SERVICES - Your Success Matters!

Student Success Services provides student-focused services to facilitate students' success in their studies. Staff provide support by reducing and/or removing educational-related barriers through individualized accommodations and supports to students with disabilities.

Please visit our webpage to learn more: <https://www.canadorecollege.ca/support/student-success-services> or look for our events on social media.

To connect with Student Success Services email studentsuccessnow@canadorecollege.ca or call 705.474.7600 ext 5205.

FIRST PEOPLES' CENTRE:

A culturally safe environment offering CONFIDENTIAL student focused services, drop in or make an appointment to access:

- One on one counselling
- Elder in residence program
- Peer tutoring
- Peer mentorship

- Lunch & learn workshops on study skills, self-care, life skills
- Learning Resource Centre

Drop by our offices at C254 College Drive, E101 Commerce Court or call 705 474 7600 Ext. 5961 College Drive / 5647 Commerce Court.

<https://www.canadorecollege.ca/experience/indigenous-student-experience>

WAIVER OF RESPONSIBILITY

Every attempt is made to ensure the accuracy of this information as of the date of publication. The college reserves the right to modify, change, add, or delete content.

HISTORICAL COURSE OUTLINES

Students use course outlines to support their learning. Students are responsible for retaining course outlines for future use in applications for transfer of credit to other educational institutions.