

**St. Joseph's College of Commerce (Autonomous)  
#163, Brigade Road, Bangalore – 560 025**

**LESSON PLAN**

**Subject Name: Managing Business Process -II**

**Lecture hours: 60**

**Objective:** To enable the students to know the problem-solving techniques and process improvements of Operations Management.

<b>Sl. No</b>	<b>UNIT &amp; OBJECTIVES</b>	<b>No. of Lecture Hours</b>	<b>Methodology/ Instructional techniques</b>	<b>Evaluation/ learning confirmation</b>
<b>Module I</b>	Process solving steps –Why analysis – Benefits – Significance -Steps to complete the 5 whys – Failure mode and effects analysis.	<b>10 hours</b>		
1.	Process solving steps.	2	Lecture	Evaluation through the assignment on Analyze the different process involved in BPS. Identify any two problems in BPS and write down the various steps to find solution.
2.	Why analysis – Benefits –significance	3	Lecture	Q&A Session
3.	Steps to complete the 5 whys – Failure mode and effects analysis.	5	Lecture	
<b>Module II</b>	Tools for Problem Solving -7QC Tools for simple problem solving – Histograms- Cause and Effect	<b>10 hours</b>		

	diagram - Check sheets - Pareto diagrams – Graphs- Control charts – Scatter diagram.			
1.	Tools for Problem Solving	1	Lecture through ppt	Presentations and exercise related to various tools
2.	7QC Tools for simple problem solving	2	Lecture through ppt	Presentations
3.	Histograms- Cause and Effect diagram - Check sheets	3	Lecture through ppt	MCQs
4.	Pareto diagrams – Graphs- Control charts – Scatter diagram.	4	Lecture through ppt	Presentations
<b>Module III</b>	<b>Process Improvements – Six Sigma -Six sigma methodology overview – Six sigma organization – Six sigma project methodology.</b>	<b>15 hours</b>		
1.	Process Improvements	2	Presentation	Q&A Session
3.	Six Sigma	3	Lecture through ppt	Presentations
4.	Six sigma organization	4	Lecture through ppt	
5.	Six sigma project methodology.	6	Lecture through ppt	
<b>Module IV</b>	<b>Process Improvements – Lean -Introduction to lean – Lean evolution – Principles – 8 Types of waste (TIMWOODS) – Kaizen - Lean tools – Value stream mapping – Poke yoke – Difference between pull system and push system – 5S principles.</b>	<b>15 hours</b>		
1.	Process Improvements	3	Lecture through PPT	Question and Answer and spot test
2	Lean -Introduction to lean – Lean evolution – Principles.	6	Lecture and Presentatios	Group Presentations

3	8 Types of waste (TIMWOODS) – Kaizen - Lean tools – Value stream mapping – Poke yoke – Difference between pull system and push system – 5S principles.	6	Lecture and Presentation, exercises	
<b>Module V</b>	Risk Management -Introduction to quality management – Risk factors – Information security awareness – Fraud management – Password and identity management – Business continuity plan.	<b>10 hours</b>	Lecture and Presentation	Group Presentations
1.	Introduction to quality management – Risk factors –	2	Lecture and videos	
2	Information security awareness	2	Lecture and Presentation exercises	
3	Fraud management – Password and identity management – Business continuity plan.	6	Lecture and Presentation exercises	Mini report on fraud management

#### Dates and Nature of CIA

1. CIA-I – Assignment on 7 quality control Techniques - 10 marks- 6<sup>th</sup> December 2018
2. Mid semester exam – module 1,2,3 .
3. CIA- II – Team Test on Fraud Management and Business Continuity Plan- 18<sup>th</sup> February 2019.