

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.

Sl. No	UNIT & OBJECTIVES	No. of Lecture Hours	Methodology/ Instructional techniques	Evaluation/ learning confirmation
Module I	Process solving steps –Why analysis – Benefits – Significance -Steps to complete the 5 whys – Failure mode and effects analysis.	10 hours		
1.	Process solving steps.	2	Lecture	Analyze the different process involved in BPS
2.	Why analysis – Benefits –significance	3	Lecture	MCQ
3.	Steps to complete the 5 whys – Failure mode and effects analysis.	5	Lecture	
Module II	Tools for Problem Solving -7QC Tools for simple problem solving – Histograms- Cause and Effect diagram - Check sheets - Pareto diagrams – Graphs- Control charts – Scatter diagram.	10 hours		
1.	Tools for Problem Solving	1	Lecture through ppt	Presentations
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

Module III	Process Improvements – Six Sigma -Six sigma methodology overview – Six sigma organization – Six sigma project methodology.	15 hours		
1.	Process Improvements	2	Presentation	MCQs
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	
Module IV	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.	15 hours		
1.	Process Improvements	3	Lecture through PPT	Question and Answer
2	Lean -Introduction to lean – Lean evolution – Principles.	6	Lecture and Presentation, exercises	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	Group Presentations
Module V	Risk Management -Introduction to quality management – Risk factors – Information security awareness – Fraud management – Password and identity management – Business continuity plan.	10 hours		
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

