

OBE based Teaching Lesson Plan 2020-2021

Program: B COM (INDUSTRY INTEGRATED)

Course Name: MANAGING BUSINESS PROCESS II

Course Code: C3 15MC 602

Semester: VI

Lecture hours: 60

Faculty in-charge: MS.SANJANA.S.I

Course Outcome No.	Course Outcomes	T level Indicator
CO1.	Illustrate the process solving steps by using 5 whys technique.	T3
CO2.	Compare and contrast the utility of each of the 7 Quality control tools with other	T5
CO3.	Justify the adoption of Six sigma project methodology as quality control	T5
CO4.	Evaluate the applicability and implication of Lean tools in pull and push system for process improvements	T5
CO5.	Devise a plan for risk management of Business process and Business continuity plan.	T6

Module No. & Topics Covered	Course Outcome No.	No. of Lecture Hours	Pre-Class Activity	Instructional techniques	Assessment	T level
<p>Module 1: Problem Solving Techniques</p> <p>10 Hrs Process solving steps -Why analysis - Benefits - Significance -Steps to complete the 5 whys - Failure mode and effects analysis.</p>	CO1	10	Video link shared to be watched, choose a hypothetical case to apply process solving steps throughout the module	Lecture through PPT, discussions and examples, Case Study – to learn the process solving steps	Q&A, Presentation of the hypothetical case	T3
<p>Module 2: Tools for Problem Solving</p> <p>10 Hrs 7QC Tools for simple problem solving - Histograms- Cause and Effect diagram - Check sheets - Pareto diagrams - Graphs- Control charts - Scatter diagram.</p>	CO2	10	Prepare an example for each tool based on the explanation given in class	Lecture through, case studies, examples and discussions	Present the examples after lecture, Draw the graphs applying the learning from the examples	T5
<p>Module 3: Process Improvements – Six Sigma</p> <p>15 Hrs Six sigma methodology overview – Six</p>	CO3	15	Read history of six sigma and Motorola case study Choose a hypothetical case to apply six sigma methodology	Lecture through case study, video and PPT	Q&A, analyzing six sigma organisation and presenting the hypothetical case	T5

sigma organization - Six sigma project methodology.						
Module 4: Process Improvements - Lean 15 Hrs 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.	CO4	15	Read history of lean management and related case study	Lecture through case study, video and PPTs Case Study analysis taking the lean companies	Q&A, analysing lean organisation s	T5
Module 5: Risk Management 10 Hrs Introduction to quality management - Risk factors - Information security awareness - Fraud management - Password and identity management - Business continuity plan.	CO5	10	Read basic concepts from the material Come up with possible risks in the BPM Industry	Lecture through discussions and PPTs	Q&A, presentation	T6

Continuous Internal Assessment – (Tentatively)

- CIA 1 - Assignment on Process Solving steps – taking a hypothetical case applying the concepts learnt to the case and make a power point presentation (presentation only if time permits) – 3rd Week of JANUARY
- CIA 2 - Case study analysis – Six sigma / Lean Organisations – Last Week of February
- CIA 3 - MCQ test – Last week of March

Books for Reference:

- Craig Gygi, Bruce Williams, “Six Sigma for Dummies”, John Wley and Sons, NewDelhi.
- Khanna R.B, “Production and Operation Management”, PHI Learning PvtLTd, NewDelhi. Mahadevan.B, “Operation Management Theory and Practice”, Pearson Education, NewDelhi. Mukherjee P.N and KachwalaT.T, “Operation Management and Production Techniques”, PHI Learning PvtLTd, NewDelhi
- Hand book on Operations Management - Part II for Business Process Services

Approved by: