Offered by: **Endüstri Mühendisliği**	
Course Title: **BUSINESS PROCESS MANAGEMENT**	**Course Org. Title:** **İŞ SÜRECİ YÖNETİMİ**
Course Level: **Lisans**	**Course Code:** **END 3934**
Language of Instruction: **Türkçe**	**Form Submitting/Renewal Date** **02/06/2014**
Weekly Course Hours: **3**	**Course Coordinator:** **DOÇENT ŞEYDA AYŞE TOPALOĞLU**

Theory	Application	Laboratory	National Credit: 3
3	0	0	ECTS Credit: 4

Offered to:	Course Status: Compulsory/Elective
Name of the Department:	
Industrial Engineering	Elective Course

Instructor/s:

Course Objective:

Business Process Management (BPM) is the set of concepts, methods, and tools that help organizations define, implement, measure and improve their end-to-end processes. The course addresses the methods and techniques required to analyze, design, implement, automate, and evaluate business processes. This course leads students through the phases of the Business Process Management lifecycle, which consists of the stages goal setting, process design, process implementation, process enactment and measurement, and process evaluation. Structured along the phases of the Business Process Management (BPM) life cycle, students learn to analyze organizational performance from a process perspective, redesign processes using value-focused techniques, design workflows and implement them in BPM systems, simulate new process designs, and create process analytics applications using dashboards. The course leads students from process discovery through conceptual and technical process design through the implementation and management of workflows to the structure of process-aware information systems. Upon completion of this course students will be able to assess the efficiency and effectiveness of an organization from a process perspective, conduct process improvement projects, and determine the role of technology in supporting corporate processes.

Learning Outcomes:

1	Students will be conversant in the terms used to describe, analyze, and improve Business Processes in organizations.
2	Students will be able to understand and develop BPMN process models.
3	Students will be able to identify weaknesses in a given process design and suggest
4	Students will be able to redesign a given process using improvement patterns and
5	Students will be able to use BPM software.

Learning and Teaching Strategies:

Lecture / Case Study / Student Individual Assignment/ Team Assignment Project/ Readings from texts and selected relevant articles and publications

Assessment Methods:

Name	Code	Calculation formula
Vize	VZ	
Ödev/Proje	ODV	
Final	FN	

BNS	BNS	VZ * 020 + DV * 030 + FN * 050
Bütünleme Notu	BUT	
Bütünleme Sonu Başarı Notu	BBN	VZ * 020 + DV * 030 + BUT * 050

Further Notes about Assessment Methods:

Assessment Criteria:

Textbook(s)/References/Materials:

Damij, Nadya; Damij, Talib. Process Management. A Multi-Disciplinary Guide to Theory, Modeling and Methodology. Sprinher, Heidelberg, 2014, ISBN 978-3-642-36638-3
Harmon, Paul. Business Process Change. A Guide for Business Managers and BPM and Six Sigma Professionals. 2nd Edition, Morgan Kaufmann, San Francisco, ISBN-10: 0123741521, ISBN-13: 978-0123741523
Supplementary Book(s):
Jeston, John; Nelis, Johan. Business Process Management: Practical Guidelines to Successful Implementations. Butterworth-Heinemann, 2006, pp. 464, ISBN 0750669217
Davis, R. An Introduction to Business Process Modeling with the ARIS design platform: Getting started with BPM, (1st ed.) Springer, New York, 2007

Course Policies and Rules:

Contact Details for the Instructor:

Assoc.Prof.Dr. ŞeydaTopaloğlu, seyda.topaloglu@deu.edu.tr

Office Hours:
Assoc.Prof.Dr. ŞeydaTopaloğlu, Afternoons on Monday and Tuesday

Course Outline:

Week	Topics:	Notes:
1	Overview of the BPM Lifecycle, Introduction to Process Modeling	
2	Process Architecture	
3	BPM Notation	
4	Process Modeling with a BPMN software	
5	People-Centric and System-Centric Processes	
6	Automating Processes	
7	Workflow and Data	
8	Workflow and Decisions	
9	Midterm Exam	
10	Task and Resource Allocation	
11	Rules versus Processes	
12	Process Performance Metrics	
13	Process Mining	
14	Process Improvement	

ECTS Table

Course Activities	Number	Duration (hour)	Total Work Load (hour)
In Class Activities			
Lectures	13	3	39

Exams			
Midterm	1	2	2
Final	1	2	2

Out Class activities			
Preparations before/after weekly lectures	13	1	13
Preparation for midterm exam	1	10	10
Preparation for final exam	1	15	15
Preparing assignments	4	4	16
Project Preparation	1	10	10
Total Work Load (hour)			107
ECTS Credits of the Course= Total Work Load (hour) / 25			4