



Degree Applicable
Effective Quarter: Fall 2010

I. Catalog Information

CIS 80A

Process Management

3 Unit(s)

Advisory: English Writing 211 and Reading 211 (or Language Arts 211), or English as a Second Language 272 and 273.

Three hours lecture

Learn the basics of process mapping in examining work flow and relationships to improve the efficiency of an organization, improve communication and understanding, and find ways to optimize a process.

II. Course Objectives

- A. Learn the importance of a process in different work environments.
- B. Learn techniques to map a process.
- C. Learn about stakeholders roles and responsibilities.
- D. Apply techniques to getting started with process improvement.
- E. Learn and apply principles of redesigning a process

III. Essential Student Materials

None

IV. Essential College Facilities

None

V. Expanded Description: Content and Form

- A. Learn the importance of a process in different work environments.
 - 1. Definition of an organization
 - 2. Describe different types of environments.
 - 3. Describe the roles of process in different work environments
- B. Learn techniques to map a process.
 - 1. Learn about the components of a process - rules, activities and activity sequencing.
 - 2. Learn flowchart symbols and what each represents.

3. Practice mapping a process using the flowchart symbols
- C.** Learn about stakeholders roles and responsibilities.
1. Getting buyin from stakeholders.
 2. Process improvement team's responsibilities
 3. Articulate the role of senior management
- D.** Apply techniques to getting started with process improvement.
1. Analyze symptoms of a broken process.
 2. Learn and apply steps for redesigning a process.
 3. Learn tools to analyze a process
- E.** Learn and apply principles of redesigning a process
1. Apply techniques for designing a process around value-adding activities.
 2. Learn about barriers to process redesign

VI. Assignments

- A.** Six to eight homework assignments and case studies helping students apply the principles of process redesign

VII. Methods of Instruction

Lecture and visual aids
Discussion of assigned reading
Collaborative learning and small group exercises
Homework and extended projects

VIII. Methods of Evaluating Objectives

- A.** Homework assignments or case studies
- B.** Midterm
- C.** Final exam

IX. Texts and Supporting References

- A.** Examples of Primary Texts and References
1. Process Mapping, Process Improvement and Process Management, A Practical Guide to Enhancing Work and Information Flow, Dan Madison, Paton Press LLC, 2005
- B.** Examples of Supporting Texts and References
1. None

X. Lab Topics