



MONASH University
Information Technology

FIT5160
Business process modelling, design and simulation

Unit Guide

Semester 2, 2012

The information contained in this unit guide is correct at time of publication. The University has the right to change any of the elements contained in this document at any time.

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FIT5160 Business process modelling, design and simulation - Semester 2, 2012

Business processes must be designed to ensure that they are effective and meet customer requirements. A well-designed process will improve efficiency and deliver greater productivity. This unit will introduce students to analytical tools that can be used to model, analyse, understand and design business processes. Students will also gain hands-on experience in using simulation software as a tool for analysing business processes.

Mode of Delivery

Caulfield (Day)

Contact Hours

2 hrs lectures/wk, 2 hrs laboratories/wk

Workload

Students will be expected to spend a total of 12 hours per week during semester on this unit as follows:

- Lectures: 2 hours per week
- Tutorials/Lab Sessions: 2 hours per week per tutorial
- and up to an additional 8 hours in some weeks for completing lab and project work, private study and revision.

Unit Relationships

Prohibitions

BUS5502

Prerequisites

FIT9004 or FIT9017 or BUS9520

Chief Examiner

Dr Yen Cheung

Campus Lecturer

Caulfield

Yen Cheung

Consultation hours: By appointment (E-mail: ycheung@monash.edu.au, Phone: 99052441)

Tutors

Caulfield

Peter Huynh

Consultation hours: TBA

Suttisak Jantavongso

Consultation hours: TBA

Academic Overview

Outcomes

At the completion of this unit students will:

- have a thorough understanding of business organisations, their functional structure and the advantage of considering the process oriented view of organisations;
- demonstrate a thorough knowledge of business processes, their structure and how processes fit in to the overall organisation objectives;
- be able to use analytical tools for modeling, analysing, understanding and designing business processes;
- have acquired skills to use simulation software as a tool for analysing business processes;
- be able to report to and advise management on business process design and re-engineering issues.

Graduate Attributes

Monash prepares its graduates to be:

1. responsible and effective global citizens who:
 - a. engage in an internationalised world
 - b. exhibit cross-cultural competence
 - c. demonstrate ethical values

critical and creative scholars who:

- a. produce innovative solutions to problems
- b. apply research skills to a range of challenges
- c. communicate perceptively and effectively

Assessment Summary

Examination (3 hours): 60%; In-semester assessment: 40%

Assessment Task	Value	Due Date
A report on business process improvements	20%	Week 8, 14 September 2012
Assignment : Modelling and Simulation with ExtendSim	20%	Week 11, 12 October, 2012
Examination 1	60%	To be advised

Teaching Approach

Lecture and tutorials or problem classes

This teaching and learning approach provides facilitated learning, practical exploration and peer learning.

Feedback

Our feedback to You

Types of feedback you can expect to receive in this unit are:

- Informal feedback on progress in labs/tutes
- Graded assignments with comments
- Solutions to tutes, labs and assignments

Your feedback to Us

Monash is committed to excellence in education and regularly seeks feedback from students, employers and staff. One of the key formal ways students have to provide feedback is through SETU, Student Evaluation of Teacher and Unit. The University's student evaluation policy requires that every unit is evaluated each year. Students are strongly encouraged to complete the surveys. The feedback is anonymous and provides the Faculty with evidence of aspects that students are satisfied and areas for improvement.

For more information on Monash's educational strategy, and on student evaluations, see:
<http://www.monash.edu.au/about/monash-directions/directions.html>
<http://www.policy.monash.edu/policy-bank/academic/education/quality/student-evaluation-policy.html>

Previous Student Evaluations of this unit

Previous feedback has highlighted the following strengths in this unit:

- use of simulation software to analyse problems;
- guest speaker who provided practical insights to business process improvements;
- combination of theory and practical knowledge and experience provided in this unit.

Student suggestions for improvements to this unit include:

- more guest speakers to provide more practical applications of concepts;
- less numerical analysis in this unit.

If you wish to view how previous students rated this unit, please go to
<https://emuapps.monash.edu.au/unitevaluations/index.jsp>

Required Resources

Please check with your lecturer before purchasing any Required Resources. Limited copies of prescribed texts are available for you to borrow in the library, and prescribed software is available in student labs.

The ExtendSim simulation software is provided in this unit for building simulation models. The software is installed in the designated laboratories used for the tutorials of this unit.

ExtendSim software for building simulation models.

A limited, non-expiring working copy of the software can be download from http://www.extendsim.com/prods_demo.html

This limited copy will be sufficient for the purposes of this unit.

Textbook:

Individual eChapters of the Prescribed textbook can be purchased from:

<http://www.cengagebrain.com.au/shop/en/AU/storefront/australia?cmd=CLHeaderSearch&fieldValue=978032429>

Prescribed text(s)

Limited copies of prescribed texts are available for you to borrow in the library.

Wisner J D, Stanley L L.. (2008). *Process Management - Creating Value along the supply chain.* ()
Thomson South-Western Publishing.

Examination material or equipment

The use of the standard calculator is permitted in the examination of this unit.

Unit Schedule

Week	Activities	Assessment
0	Register for a FIT5160 tutorial - these start in week 2.	No formal assessment or activities are undertaken in week 0
1	Introduction to business processes and modelling	No tutorial this week
2	Process Improvements and BPR	
3	Business Process Management	
4	Tools for Business Process Modelling and Design	
5	Analysing process flows	
6	Business Process Simulation I	
7	Managing Flows	Assignment 1: A report on business process improvements due - 5PM Friday 14 September 2012
8	Process Modelling and Petri Nets	
9	Queuing Systems and Business Process Design	
10	Guest Lecture : A Case of Six Sigma Quality	
11	Business Process Simulation II	
12	Unit Review and Summary	Revision, Assignment 2: Modelling and Simulation with ExtendSim due 12 October 2012
		No formal assessment is undertaken SWOT VAC
	Examination period	LINK to Assessment Policy: http://policy.monash.edu.au/policy-bank/academic/education/assessment/assessment-in-coursework-policy.html

*Unit Schedule details will be maintained and communicated to you via your MUSO (Blackboard or Moodle) learning system.

Assessment Requirements

Assessment Policy

Faculty Policy - Unit Assessment Hurdles

(<http://www.infotech.monash.edu.au/resources/staff/edgov/policies/assessment-examinations/unit-assessment-hu>)

Academic Integrity - Please see the Demystifying Citing and Referencing tutorial at

<http://lib.monash.edu/tutorials/citing/>

Assessment Tasks

Participation

• Assessment task 1

Title:

A report on business process improvements

Description:

This assignment involves writing a report on business process improvements and conducting some literature review on the topic with practical cases of business process improvements. The report should be approximately 15 - 30 pages including references and bibliography. Full details of the assignment are available on the unit web site.

Weighting:

20%

Criteria for assessment:

The assignment will be assessed using the following main criteria:

- ◆ the quality and presentation of the report,
- ◆ the quality of the readings/references and
- ◆ analysis of findings from the readings.

The professionalism of the submission and supporting documentation will also be considered. For full details see the unit web site.

Due date:

Week 8, 14 September 2012

• Assessment task 2

Title:

Assignment : Modelling and Simulation with ExtendSim

Description:

This is a group assignment involving the design and simulation of a system using the techniques and tools of the unit content.

Weighting:

20%

Criteria for assessment:

Assignment work in the unit is fully described, along with the assessment criteria, on the assignment page of the Moodle-based unit web site. A peer assessment form is also completed by all students to ensure fair distribution of marks. Guidelines on undertaking a group assignment such as conducting meetings and recording processes will be given to

Assessment Requirements

students.

Besides submitting a complete ExtendSim model for the problem, the assignment will also be assessed based on the following criteria:

- ◆ References or websites used in the assignment
- ◆ Minutes/memos of meetings held to discuss the assignment
- ◆ Tasks performed by each individual member of the group
- ◆ Any other information relevant to the assignment (such as assumptions the group have made about the case, etc
- ◆ Completed peer assessment form by all members of the group.

Due date:

Week 11, 12 October, 2012

Remarks:

Students who are unable to participate in a group assignment will discuss their options with the lecturer/tutor where alternative assignment arrangements will be provided.

Examinations

• Examination 1

Weighting:

60%

Length:

3 hours

Type (open/closed book):

Closed book

Electronic devices allowed in the exam:

The use of the standard calculator is permitted in the examination of this unit.

Assignment submission

It is a University requirement

(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-procedures.html>) for students to submit an assignment coversheet for each assessment item. Faculty Assignment coversheets can be found at <http://www.infotech.monash.edu.au/resources/student/forms/>. Please check with your Lecturer on the submission method for your assignment coversheet (e.g. attach a file to the online assignment submission, hand-in a hard copy, or use an online quiz).

Online submission

If Electronic Submission has been approved for your unit, please submit your work via the VLE site for this unit, which you can access via links in the my.monash portal.

Extensions and penalties

Submission must be made by the due date otherwise penalties will be enforced.

You must negotiate any extensions formally with your campus unit leader via the in-semester special consideration process:

<http://www.infotech.monash.edu.au/resources/student/equity/special-consideration.html>.

Returning assignments

Students can expect assignments to be returned within two weeks of the submission date or after receipt, whichever is later.

Resubmission of assignments

Once submitted officially, students will not be allowed to re-submit their assignments unless they are requested to do so.

Referencing requirements

The Harvard Referencing style is preferred, otherwise information on referencing can be found at <http://www.monash.edu.au/lis/lionline/quickrefs/19-styles.xml>

Other Information

Policies

Monash has educational policies, procedures and guidelines, which are designed to ensure that staff and students are aware of the University's academic standards, and to provide advice on how they might uphold them. You can find Monash's Education Policies at:

<http://policy.monash.edu.au/policy-bank/academic/education/index.html>

Key educational policies include:

- Plagiarism
(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/plagiarism-policy.html>)
- Assessment
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/assessment-in-coursework-p>)
- Special Consideration
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/special-consideration-policy.h>)
- Grading Scale
(<http://www.policy.monash.edu/policy-bank/academic/education/assessment/grading-scale-policy.html>)
- Discipline: Student Policy
(<http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-discipline-policy.html>)
- Academic Calendar and Semesters (<http://www.monash.edu.au/students/key-dates/>);
- Orientation and Transition (<http://www.infotech.monash.edu.au/resources/student/orientation/>);
and
- Academic and Administrative Complaints and Grievances Policy
(<http://www.policy.monash.edu/policy-bank/academic/education/management/complaints-grievance-policy>)
- Codes of Practice for Teaching and Learning
(<http://www.policy.monash.edu.au/policy-bank/academic/education/conduct/suppdocs/code-of-practice-tea>)

Student services

The University provides many different kinds of support services for you. Contact your tutor if you need advice and see the range of services available at www.monash.edu.au/students. For Sunway see <http://www.monash.edu.my/Student-services>, and for South Africa see <http://www.monash.ac.za/current/>

The Monash University Library provides a range of services and resources that enable you to save time and be more effective in your learning and research. Go to <http://www.lib.monash.edu.au> or the library tab in my.monash portal for more information. At Sunway, visit the Library and Learning Commons at <http://www.lib.monash.edu.my/>. At South Africa visit <http://www.lib.monash.ac.za/>.

Academic support services may be available for students who have a disability or medical condition. Registration with the Disability Liaison Unit is required. Further information is available as follows:

- Website: <http://monash.edu/equity-diversity/disability/index.html>;
- Email: dlu@monash.edu
- Drop In: Equity and Diversity Centre, Level 1 Gallery Building (Building 55), Monash University, Clayton Campus, or Student Community Services Department, Level 2, Building 2, Monash University, Sunway Campus
- Telephone: 03 9905 5704, or contact the Student Advisor, Student Community Services at 03 55146018 at Sunway