FIT2006
Business process modelling and workflow

Unit Guide

Semester 1, 2015

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.

Last updated: 20 Jan 2015

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With increased globalisation, companies are facing stiffer competition and successful companies cannot afford to harbour inefficiencies if they are to be competitive. Furthermore, customers are becoming more demanding. 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 survey the 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.

Upon completion of this unit students should have acquired: an understanding of business organisations, their functional structure and the advantage of considering the process oriented view of organisations; a thorough knowledge of business processes, their structure and how processes fit in to the overall organisation objectives; knowledge of the analytical tools that can be used to model, analyse, understand, and design business processes; and skills to use simulation software as a tool for analysing business processes.

Mode of Delivery

Clayton (Day)

Workload Requirements

Minimum total expected workload equals 12 hours per week comprising:

(a.) Contact hours for on-campus students:

- One 2-hour lecture
- One 2-hour laboratory

(b.) Additional requirements (all students):

- A minimum of 8 hours independent study per week for completing lab and project work, private study and revision.

See also Unit timetable information

Unit Relationships

Prohibitions

ETC2490, BUS3502

Prerequisites

Completion of 24 points at level 1 from FIT or BusEco

Chief Examiner

Dr Yen Cheung

Campus Lecturer

Clayton

Yen Cheung

Consultation hours: Appointments by email

Tutors

Clayton

Peter Huynh

Consultation hours: TBC

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 the Student Evaluation of Teaching and Units (SETU) survey. 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, see:

www.monash.edu.au/about/monash-directions/ and on student evaluations, see:
www.policy.monash.edu/policy-bank/academic/education/quality/student-evaluation-policy.html

Previous Student Evaluations of this Unit

Based on previous evaluations of this unit the following changes have been made:

- ExtendSim Version 8 license obtained for this unit and are installed on machines for the tutorials
- After hours access available on those machines with ExtendSim software

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

Academic Overview

Learning Outcomes

At the completion of this unit students will have -A knowledge and understanding of:

- the role of processes in organisations;
- process management lifecycle;
- process modelling and process modelling techniques;
- process simulation techniques;
- workflow and process implementation;
- process measurement and benchmarking;
- popular and leading edge modelling, simulation, workflow and measurement tools.

Developed attitudes that enable them to:

- recognise the value of process orientation within an organisation;
- adopt a critical approach to process design and management in a business context;
- appreciate the value of modelling and simulation as effective process design tools;
- appreciate that a designed business process is not an implemented business process (i.e. appreciate the limitations of process modelling and the necessity of implementation methodologies and techniques);
- appreciate the risks and benefits of the influence of IT infrastructure on process design.

Developed the skills to:

- create process models;
- perform process simulation;
- select an appropriate process design methodology;
- assess process performance;
- analyse appropriateness of process-based KPIs;
- use popular and leading edge modelling, simulation, workflow and measurement tools.

Demonstrated the communication skills necessary to:

- document and communicate a process model;
- work in a team during process design and management;
- communicate during, and coordinate the process management life cycle.

Unit Schedule

Week	Activities	Assessment
0		No formal assessment or activities are undertaken in week 0
1	Introduction to Business Processes and Process Modelling	
2	Business Process Re-engineering and Six Sigma Process management	
3	Process management	
4	Business Process Simulation 1	
5	Process Modelling Tools	
6	Guest Lecture	Assignment 1 due 13 April 2015
7	Queuing systems and business process design	
8	Analysing processes	
9	Managing processes	
10	Business Process Simulation 2	
11	Process Modelling with Petri nets	Assignment 2 due 22 May 2015
12	Unit Review and Summary	
	SWOT VAC	No formal assessment is undertaken in 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 learning system.

Teaching Approach

Lecture and tutorials or problem classes

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

On-campus lectures provide knowledge and concepts of the unit. These are explored and enhanced by the tutorials or problem classes.

Assessment Summary

Examination (2 hours): 70%; In-semester assessment: 30%

Assessment Task	Value	Due Date
Assignment 1 - Process Modelling	15%	13 April 2015
Assignment 2 - Process Simulation	15%	22 May 2015
Examination 1	70%	To be advised

Unit Schedule

Assessment Requirements

Assessment Policy

Faculty Policy - Unit Assessment Hurdles
(http://intranet.monash.edu.au/infotech/resources/staff/edgov/policies/assessment-examinations/assessment-hurd

Academic Integrity - Please see resources and tutorials at
http://www.monash.edu/library/skills/resources/tutorials/academic-integrity/

Assessment Tasks

Participation

- **Assessment task 1**

  Title:
  > Assignment 1 - Process Modelling

  Description:
  > You will be set one or more alternative questions on process modelling and a possible case study.

  Weighting:
  > 15%

  Criteria for assessment:

  1. Correctness of answer
  2. Evidence of wide readings with appropriate references
  3. Findings are well discussed including analysis of findings with inclusion of own thoughts/critical analysis of readings

  Due date:
  > 13 April 2015

- **Assessment task 2**

  Title:
  > Assignment 2 - Process Simulation

  Description:
  > Implementation of a process model in ExtendSim.

  Weighting:
  > 15%

  Criteria for assessment:

  1. Correctness of answer
  2. Well documented flowchart and well working simulation model
  3. Provides discussions of findings and care in presentation
  4. Findings are well discussed including critical analysis with inclusion of own thoughts and innovative suggestions for improvements

  Due date:
  > 22 May 2015

Examinations

- **Examination 1**

  Weighting:
  70%
  Length:
  2 hours
  Type (open/closed book):
  Closed book
  Electronic devices allowed in the exam:
  None

Learning resources

Monash Library Unit Reading List (if applicable to the unit)
http://readinglists.lib.monash.edu/index.html

Feedback to you

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

- Graded assignments with comments
- Solutions to tutes, labs and assignments

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.monash.edu.au/exams/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

Students are not allowed to resubmit any of the assignments unless they have been requested to do so by the lecturer.

Assignment submission

It is a University requirement
(http://www.policy.monash.edu/policy-bank/academic/education/conduct/student-academic-integrity-managing-pla
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 electronic submission). Please note that it is your responsibility to retain copies of your assessments.

Online submission

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

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.

ExtendSim Software (installed in the designated laboratories for this unit).

Prescribed text(s)

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

Laguna and Marklund. (2013). *Business Process Modelling, Simulation and Design*. (2nd Edition) CRC Press.

Recommended text(s)

Wisner and Stanley. (2008). *Process Management - Creating value along the supply chain*. (2nd Edition) Thomson Publishing.

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:
www.policy.monash.edu.au/policy-bank/academic/education/index.html

Faculty resources and policies

Important student resources including Faculty policies are located at
http://intranet.monash.edu.au/infotech/resources/students/

Graduate Attributes Policy

http://www.policy.monash.edu/policy-bank/academic/education/management/monash-graduate-attributes-policy.h

Student Charter

www.opq.monash.edu.au/ep/student-charter/monash-university-student-charter.html

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 http://www.monash.edu.au/students. For Malaysia see http://www.monash.edu.my/Student-services, and for South Africa see http://www.monash.ac.za/current/.

Monash University Library

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

Disability Liaison Unit

Students who have a disability or medical condition are welcome to contact the Disability Liaison Unit to discuss academic support services. Disability Liaison Officers (DLOs) visit all Victorian campuses on a regular basis.

- Website: http://www.monash.edu/equity-diversity/disability/index.html
- Telephone: 03 9905 5704 to book an appointment with a DLO; or contact the Student Advisor, Student Commuity Services at 03 55146018 at Malaysia
- Email: dlu@monash.edu
- Drop In: Equity and Diversity Centre, Level 1, Building 55, Clayton Campus, or Student Community Services Department, Level 2, Building 2, Monash University, Malaysia Campus