PRST 322
Fundamentals of Process Management

CATALOGUE DESCRIPTION

This course addresses the key concepts, models and practices that support the development, implementation and improvement of core and support processes in organizations across a variety of sectors (private, public, non-profit and specialized). The core activity of organizations is comprised of beginning-to-end value added processes that produce an organization’s products/services (primary outputs) in accordance with the existing strategy. The core value-added processes are supported by a variety of connected support processes. Developing both core and support processes that integrate human effort and technology in a manner that optimizes the motivating potential, efficiency and effectiveness of organizational processes, is a key competency for managers and professional service providers in all sectors. Students will learn how to map out, develop and improve organizational processes using process development technology.

COURSE LEARNING OBJECTIVES

By the end of the course, students will be able to:

1. Describe the key concepts, models and practices related to process mapping, design, implementation and improvement within organizations across a variety of sectors
2. Explain the historical evolution, contemporary state and importance of process management
3. Identify the key general steps, practices and tools within the process management and improvement system
4. Use a process management technology to map out, audit and revise an organizational process into a best practice

COURSE EVALUATION

- Quizzes
- Discussions Boards
- Individual Project - Briefing Paper and Presentation
• Application Project – Map, Audit and Improve an Organizational Process
• Team member performance 5%

KEY TOPICS

• Definition and importance of various types of organizational processes and total quality management
• Explain the relationship between the key process elements of human effort, technology and the motivating potential of work (socio-technical systems)
• Key components of the process mapping and improvement process
  o Identifying the process stakeholders and establishing the process mapping team
  o Developing the context for the process mapping project (process goals, measurement criteria and expected performance conditions)
  o Mapping the existing/new process
  o Conducting a process audit (effectiveness audit, efficiency audit, technology audit etc.)
  o Presenting and implement the new/improved process
• Review the ethics of process management within a globalized environment with regards to competitiveness, employment standards, free trade, consumer preferences, balanced score card approach to performance assessment, organizational social responsibility and sustainable organizational practices
• Analyze use of the Six Sigma approach to process management