

**St. Joseph's College of Commerce (Autonomous)
#163, Brigade Road, Bangalore – 560 025**

LESSON PLAN

Subject Name: MANAGING BUSINESS PROCESSES – I

SUBJECT CODE AND SEMESTER: C3 15MC 502 – V SEMESTER

Lecture hours: 60

Objective: To familiarize the students with the concepts related to Insurance business and offer them an in depth understanding of the Insurance Industry.

Sl. No	UNIT & OBJECTIVES	No. of Lecture Hours	Methodology/ Instructional techniques	Evaluation/ learning confirmation
Module I	Process Management	12 HRS		
1.	Introduction to Process Management – importance of process management , Process definition – Identification of business process –	6	Lecture and videos	MCQ and spot test
2.	Difference between core process and support process – Components of process management – Understanding internal customer vs end user.	6	Lecture & presentation	MCQ and Presentations
Module II	Role of BPO Industry in process management –	12 hours		
1.	Role of BPO industry in process management in India and world wide	4	Lecture and Presentation	Presentations
2.	Typical business processes outsourced to India	4	Lecture and Presentation	Presentations
3.	BPO operating models – BPO life cycle.	4	Lecture and Presentation	MCQs
Module III	Process Mapping Techniques	12 hours		
1.	Process mapping techniques – SIPOC – Swim lane diagram	7	Presentation	MCQs and small case studies
2.	Process mapping tools.	5	Lecture and Presentation	Assignment on application of

				tools and techniques
Module IV	Introduction to quality management -	6 hours	Lecture through Presentations	Assignment and Presentations
1.	Quality assurance.	6 hours	Lecture through PPT	Presentations
Module V	Delivery Management Customer management – --	12 hours	Lecture and Presentation	Group Presentations
1.	Delivery Management Customer management —	4	Lecture and presentation	Open book test and assignments
2	Knowledge management – Capacity management – People management	4	Lecture and Presentation exercises	
3	Transition management – Finance management.	4	Lecture and Presentation	

Books for Reference:

Hand book of Managing Business Process I

v Adrew Greasley, "Operation Management", Sage Publication India Pvt Ltd, New Delhi. v Chary S.N, "Production and Operation Management", Tata MC Graw Hill, New Delhi. v Danial Hunt V.

"Process Mapping- How to Reengineer your Business Process", John Wiley and Sons, USA. v Nair N.G, "Production and Operation Management", Tata MC Graw Hill, NewDelhi. v Poornima .M Charantimath, "Total Quality Management", Pearson Education, NewDelhi.

Dates of CIA : 6th July 2018 and Aug 25h

Nature of CIA evaluation : Assignments on Managing BPS in India , Process Mapping tools and techniques