

OBE based Teaching Lesson Plan 2019-20

Program: B COM (INDUSTRY INTEGRATED)

Course Name: MANAGING BUSINESS PROCESS II

Course Code: C3 15MC 602

Semester: VI

Lecture hours: 60

Faculty in-charge: Ms.Sanjana.S.I

Course Outcome No.	Course Outcomes	T level Indicator
CO1.	Illustrate the process solving steps by using 5 whys technique.	T3
CO2.	Compare and contrast the utility of each of the 7 Quality control tools with other	T5
CO3.	Justify the adoption of Six sigma project methodology as quality control	T5
CO4.	Evaluate the applicability and implication of Lean tools in pull and push system for process improvements	T5
CO5.	Devise a plan for risk management of Business process and Business continuity plan.	T6

Module No. & Topics Covered	Course Outcome No.	No. of Lecture Hours	Pre-Class Activity	Instructional techniques	Assessment	T level
Module 1: Problem Solving Techniques Process solving steps -Why analysis - Benefits - Significance -Steps to complete the 5 whys - Failure mode and effects analysis.	CO1	10	Video link shared to be watched	Lecture through PPT, discussions and examples	Q&A	T3
Module 2: Tools for Problem Solving 7QC Tools for simple problem solving - Histograms- Cause and Effect diagram - Check sheets - Pareto diagrams - Graphs- Control charts - Scatter diagram.	CO2	10	Prepare an example for each tool based on the explanation given in class	Lecture through, case studies, examples and discussions	Present the examples after lecture	T5
Module 3: Process Improvements – Six Sigma Six sigma methodology overview – Six sigma organization - Six sigma project methodology.	CO3	15	Read history of six sigma and Motorola case study	Lecture through case study, video and PPTs	Q&A, analyzing six sigma organisation	T5
Module 4: Process Improvements – Lean	CO4	15	Read history of lean management	Lecture through case study, video	Q&A, analyzing six sigma	T5

Introduction to lean - Lean evolution - Principles - 8 Types of waste (TIMWOODS) - Kaizen - Lean tools - Value stream mapping - Poke yoke - Difference between pull system and push system - 5S principles.			and related case study	and PPTs	organisation	
Module 5: Risk Management Introduction to quality management - Risk factors - Information security awareness - Fraud management - Password and identity management - Business continuity plan.	CO5	10	Read basic concepts from the material	Lecture through discussions and PPTs	Q&A, presentation	T6

Continuous Internal Assessment – (Examples)

- Power point presentation in class on the given topic.
- Case study analysis
- Class test

Books for Reference:

Hand book on Operations Management - Part II for Business Process Services

Approved by: OBE Team