

Course Description – Curriculum 2018

Subject: OM313 Business Process Improvement and Transformation

Credits: 3

Prerequisite: OM201

Description: Study of concepts and tools for analysis, design and improvement of business processes, concepts of productivity, effectiveness and efficiency of work systems, waste, systematic problem solving, performance indicators of work processes, process analysis techniques, and business transformation for Industry 4.0 and digital age. Delivery of the course: lectures, assigned readings, group discussions, site visits, and term project.