

## Course guide

### 220273 - 220273 - Business Process Reengineering

**Last modified:** 22/04/2021

**Unit in charge:** Terrassa School of Industrial, Aerospace and Audiovisual Engineering  
**Teaching unit:** 732 - OE - Department of Management.

**Degree:** **Academic year:** 2021 **ECTS Credits:** 5.0  
**Languages:** Catalan, Spanish, English

#### LECTURER

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**Coordinating lecturer:** Viñas García De Falces, Javier  
Fernandez Alarcon, Vicenç

**Others:**

#### DEGREE COMPETENCES TO WHICH THE SUBJECT CONTRIBUTES

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**Specific:**

1. Ability to exercise direction in organizations and departments.
2. Ability to design, develop and apply analytical methods (quantitative methods, statistical models and decision tools) for making strategic, tactical and operational decisions in organizations.
3. Ability to analyze, diagnose, design solutions and manage complex systems that integrate various resources of an organization keeping in mind the business environment.
4. Ability to apply theories and inherent principles of the organization in order to analyze complex and uncertainty situations, and make decisions using engineering tools.

#### TEACHING METHODOLOGY

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The teaching methodology is divided into three parts:

- \* Theory classes.
- \* Practical classes.
- \* Self-study for doing exercises and activities.

In the theory classes, teachers will introduce the theoretical basis of the concepts, methods and results and illustrate them with examples appropriate to facilitate their understanding.

In the practical classes (in the classroom), teachers guide students in applying theoretical concepts to solve problems, always using critical reasoning. We propose that students solve exercises in and outside the classroom, to promote contact and use the basic tools needed to solve problems.

Students, independently, need to work on the materials provided by teachers and the outcomes of the sessions of exercises/problems, in order to fix and assimilate the concepts.

The teachers provide the curriculum and monitoring of activities (by ATENEA).

#### LEARNING OBJECTIVES OF THE SUBJECT

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The Course of Process Reengineering introduces students to the concepts and techniques of process reengineering which aims to radical redesign and fundamental reconception of the processes of a company to achieve dramatic improvements in measures such as cost, quality, service and speed.

## STUDY LOAD

Type	Hours	Percentage
Self study	80,0	64.00
Hours large group	30,0	24.00
Hours small group	15,0	12.00

**Total learning time:** 125 h

## CONTENTS

### Module 1: Introduction to process reengineering

**Description:**

Introduction to process reengineering  
Context process reengineering in the degree

**Full-or-part-time:** 2h

Theory classes: 2h

### Module 2: Process reengineering

**Description:**

Working groups  
Identify and analyze the problem  
Identify the decision criteria  
Set the priority to address the problem  
Generate solution options  
Evaluate options  
Choosing the best option  
Implementation of decision  
Evaluation of results

**Full-or-part-time:** 123h

Theory classes: 28h

Laboratory classes: 15h

Self study : 80h

## GRADING SYSTEM

The final grade depends on the following activities:

- Activities in class, weight: 20%
- Activities outside class hours, weight: 50%
- Case Studies outside class hours, weight: 10%
- Final Exam, 20%

For those students who meet the requirements and submit to the reevaluation examination, the grade of the reevaluation exam will replace the grades of all the on-site written evaluation acts (tests, midterm and final exams) and the grades obtained during the course for lab practices, works, projects and presentations will be kept.

If the final grade after reevaluation is lower than 5.0, it will replace the initial one only if it is higher. If the final grade after reevaluation is greater or equal to 5.0, the final grade of the subject will be pass 5.0.



## BIBLIOGRAPHY

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### Basic:

- Hammer, M.; Champy, J. Reingeniería de la empresa: olvide lo que usted sabe sobre cómo debe funcionar una empresa, icasi todo está equivocado!. Barcelona: Parramón, cop. 1994. ISBN 8434217562.
- Alarcón González, J.A. Reingeniería de procesos empresariales: teoría y práctica de la reingeniería de la empresa a través de su estrategia, sus procesos y sus valores corporativos. Madrid: Fundación Confemetal, DL 1998. ISBN 9788489786462.
- Grouard, B.; Meston, F. Reingeniería del cambio: diez claves para transformar la empresa. Barcelona: Marcombo, 1995. ISBN 9788426710031.