

220273 - Business Process Reengineering

Coordinating unit: 205 - ESEIAAT - Terrassa School of Industrial, Aerospace and Audiovisual Engineering
Teaching unit: 732 - OE - Department of Management
Academic year: 2019
Degree: MASTER'S DEGREE IN INDUSTRIAL ENGINEERING (Syllabus 2013). (Teaching unit Optional)
ECTS credits: 5 Teaching languages: Catalan, Spanish, English

Teaching staff

Coordinator: Viñas García De Falces, Javier
Fernandez Alarcon, Vicenç

Opening hours

Timetable: Consult office hours at the Department of Management at the Campus of Terrassa

Degree competences to which the subject contributes

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

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

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|---------------------------|--------------------|-----|--------|
| Total learning time: 125h | Hours large group: | 30h | 24.00% |
| | Hours small group: | 15h | 12.00% |
| | Self study: | 80h | 64.00% |

Content

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|---|---|
| Module 1: Introduction to process reengineering | Learning time: 2h Theory classes: 2h |
| Description: Introduction to process reengineering Context process reengineering in the degree | |
| Module 2: Process reengineering | Learning time: 123h Theory classes: 28h Laboratory classes: 15h Self study : 80h |
| 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 | |

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Qualification 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

Basic:

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.

Hammer, M.; Champy, J. Reingeniería de la empresa: olvide lo que usted sabe sobre cómo debe funcionar una empresa, ¡casi todo está equivocado!. Barcelona: Parramón, cop. 1994. ISBN 8434217562.