





Business Technology Management Administration (BTMA) 445

Business Process Management (Revision 1)

Status:

Replaced with new revision, see the [course listing](#)  for the current revision 

Delivery mode:

Individualized study online 

Credits:

3

Area of study:

Applied Studies (Business and Administrative Studies)

Prerequisites:

MGSC 368  or MGSC 369 .

Precluded:

None

Challenge:

BTMA 445 has a challenge for credit option.

Faculty:

Faculty of Business 



Overview

The objective of *Business Process Management (BTMA) 445* is to discuss how business processes can be managed, analyzed, redesigned, and improved by knowledge-based change. Managing business processes and making changes based on science and experience is necessary for every organization, whether profit or non-profit, for maximizing results while minimizing effort and protecting the environment.

Outline

- Lesson 1: Business Process Change
- Lesson 2: Strategy, Value Chains, Business Initiatives, and Competitive Advantage
- Lesson 3: Understanding the Enterprise
- Lesson 4: Measuring Process Performance
- Lesson 5: Process Management
- Lesson 6: An Executive-Level Business Process Management Group
- Lesson 7: Understanding and Scoping Process Problems
- Lesson 8: Modeling Business Processes
- Lesson 9: Modeling Activities
- Lesson 10: Managing and Measuring a Specific Business Process
- Lesson 11: Incremental Improvement with Lean and Six Sigma

Evaluation

To **receive credit**  for *BTMA 445*, you must achieve a mark of at least D (50 percent) on the Final Examination and a composite course mark of at least a **D (50 percent)** . The composite mark is weighted as follows:

Activity	Weight
Assignment 1: Enterprise Resource Planning Analysis Paper	15%
Midterm Examination	20%
Assignment 2: Business Process Redesign Project	30%
Final Examination	25%
Peer Learning Forum Participation	10%
Total	100%

The **midterm and final examinations** for this course must be requested in advance and written under the supervision of an AU-approved exam invigilator. Invigilators include either ProctorU or an approved in-person invigilation centre that can accommodate online exams. Students are responsible for payment of any invigilation fees. Information on exam request deadlines, invigilators, and other exam-related questions, can be found at the [Exams and grades](#) section of the Calendar.

To learn more about assignments and examinations, please refer to Athabasca University's [online Calendar](#).

Materials

Physical course materials

The following course materials are included in a course package that will be shipped to your home prior to your course's start date:

Harmon, P. (2019). *Business process change: A business process management guide for managers and process professionals* (4th ed.). Cambridge, MA: Elsevier. ISBN: 9780128158470

Other Resources

All other learning resources will be available online.

Challenge for credit

Overview

The challenge for credit process allows you to demonstrate that you have acquired a command of the general subject matter, knowledge, intellectual and/or other skills that would normally be found in a university-level course.

Full information about **challenge for credit** [↗](#) can be found in the Undergraduate Calendar.

Evaluation

To **receive credit** [↗](#) for the BTMA 445 challenge registration, you must achieve a grade of at least **D (50 percent)** [↗](#) on the examination.

Activity	Weight
Online Exam	100%
Total	100%

[📄](#) **Challenge for credit course registration form**

Important links

- › [Academic advising](#) [↗](#)
- › [Program planning](#) [↗](#)
- › [Request assistance](#) [↗](#)
- › [Support services](#) [↗](#)

Athabasca University reserves the right to amend course outlines occasionally and without notice. Courses offered by other delivery methods may vary from their individualized study counterparts.

Opened in Revision 1, January 10, 2020

Updated February 13, 2025
