



# GB560 — Unit 1

## Designing, Improving, and Implementing Processes

### Unit 1 Assignment

#### [Review the GB560 Expectations Presentation](#)

Over the course of the next five weeks, your Assignments will build from one week to the next until you have a fully prepared Business Process Change document in Unit 5. Each week you will address specific issues that will add to what you have completed in previous units or will serve as a foundation for information you will add in future units.

In Unit 5 you will be responsible for preparing and submitting a final change management document encompassing your responses/answers from Units 1–4, revised as necessary to address issues/concerns made by your professor each week.

You must use the Assignment template contained in Doc Sharing and prepare your Business Process Change document using APA format. Use the Kaplan Writing Center for assistance, if necessary.

Please note that you will need to obtain sources specific to the industry and/or organization selected. If you believe a confidentiality issue might arise regarding the organization you select, it is best to choose a publicly traded company. In other words, it is your responsibility to ensure you have access to the information required for this project and that you do not share any proprietary information regarding your organization.

### Assignment Instructions

Select one of the industries listed below and one type of organization relating to that industry. You will use this industry throughout the class.

#### Medical Care

- Hospital
- Clinic
- Hospice

#### Manufacturing

- Computers
- Textiles
- Electronic Equipment

#### Service Industry

- Retail
- Restaurant
- Supermarket

If you wish to use a different organization from one listed here, please email the instructor to receive approval. Make sure you can apply the Assignment requirements to the organization you selected.

For this Assignment you will need to complete the assigned Reading and conduct research, using the Internet or the Kaplan Library, to identify an industry and organization to analyze and to which your Business Process Change document will apply. For this Assignment utilize the Assignment template in Doc Sharing and address the following questions for Unit 1. Your responses should be 2–3 pages in length.



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1. Provide the name of the organization. This must be a real organization and you may use the organization where you currently work. Describe the organization's size and summarize the primary mission of the organization. Do not simply copy from the organization's mission statement.
2. From your research of the organization, identify a single Business Process Change that the organization will need to contemplate and undertake in the coming year. These changes can result from new technologies, economic issues, or changes in the marketplace.
3. Utilizing the Capability Maturing Model (CMM), outline briefly what changes will need to be undertaken at each of the five stages (see text pages xxxiii-xxxiv).
4. Evaluate Porter's three-phase process in your text (page 32, figure 2.1) for defining a company strategy and create a simple chart of the recommended change addressing issues in each phase.

#### **Assignment submission:**

Before you submit your Assignment, you should save your work on your computer in a location that you will remember. Submit this Assignment with your name, course number, section, and date to the Dropbox before the end of the unit.

#### **[Unit 1 Assignment Grading Rubrics](#)**