

ASSESSMENT # 9

Total Marks: 30

1. Short Question (15)

- i. What is business activity monitoring? Outline the key benefits of business activity monitoring.
- ii. What is process mining? How does process mining help the businesses?
- iii. What is balanced scored card? Outline the benefits of this approach.

Case Study (15)

John has owned and operated a restaurant for 10 years. This establishment has been consistently successful, but in the last six months, John has noticed a dramatic decrease in sales. The restaurant has been conducting business as usual, but there has been high staff turnover. John’s manager, who conducted and monitored the daily operations of the business and who has worked at the restaurant since it opened, has left. Additionally, John has replaced four senior staff within the last five months. This high turnover coupled with the departure of John’s manager has resulted in poor training for the new staff.

Task

John feels that it is necessary to create a balanced scorecard to help get the company back on track. Your job is to help John create his scorecard.

What is the overall mission of John’s business?

What level of service does he need to bring in customers?

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What processes does he need to ensure quality products and services?

What training or support needs to be given to staff to ensure they are doing their job well?
