MTAT.03.231 – Business Process Management

Practice 7
Quantitative Process Analysis I
Exercises

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Exercise 1

• Calculate the theoretical cycle time...
Exercise 2: Cycle Time of Admissions Process

• The process starts when an online application is submitted.
• It takes about 2 weeks (after online submission) for the documents to arrive to the students service by post.
• The check for completeness of documents takes 10 minutes. In 20% of cases, the completeness check that some documents are missing. In this cases an e-mail is sent to the student automatically by the University admission management system based on the input provided by the intl. students officer during the completeness check.
• A student services officer spends on average 10 minutes to put the degrees and transcripts in an envelope and send them to the academic recognition agency. The time it takes to send the degrees/transcripts to the academic recognition agency and to receive back a response is 2 weeks on average.
• About 10% of applications are rejected after the academic recognition assessment.
• Checking the English language test results takes 1 day on average, but in reality the officer who performs the check only spends 10 minutes on average per check. This language test check free.
• About 10% of applications are rejected after the English language test.
• It takes on 2 weeks between the time students service sends the copy of an application to the committee members and the moment the committee makes a decision. The committee spends 1 hour examining an application.
• It takes on average 2 days (after the decision is made by the academic committee) for the students service to record the academic committee’s decision in the University admission management system.
• Recording a decision takes 2 minutes. Once a decision is recorded, a notification is automatically sent to the student.
Additional Exercise

• Equipment rental process (see handout attached)