

FACULTY OF COMPUTER SCIENCE AND MANAGEMENT**SUBJECT CARD****Name in Polish ...Zarządzanie procesami****Name in English ...Business Process Management****Main field of study (if applicable): Management****Specialization (if applicable): Organizational Management (OM)****Level and form of studies: 1st, full-time****Kind of subject: obligatory****Subject code ZMZ1258****Group of courses NO**

	Lecture	Classes	Laboratory	Project	Seminar
Number of hours of organized classes in University (ZZU)	30				
Number of hours of total student workload (CNPS)	60				
Form of crediting	crediting with grade				
For group of courses mark (X) final course					
Number of ECTS points	2				
including number of ECTS points for practical (P) classes					
including number of ECTS points for direct teacher-student contact (BK) classes	1				

*delete as applicable

PREREQUISITES RELATING TO KNOWLEDGE, SKILLS AND OTHER COMPETENCES

Basic knowledge of theory of management

SUBJECT OBJECTIVES

C1 Acquisition of knowledge of the nature of a process approach to organization management.

C2 Acquisition of basic knowledge of the process management models in the organization and implementation of the process approach in the management of organizations.

C3 Acquisition of basic knowledge of processes management tools.

SUBJECT EDUCATIONAL EFFECTS**relating to knowledge:**

PEK_W01 Knows the essence and basic models of the processes management in organizations.

PEK_W02 Identifies issues of the process management in different types of organizations, especially in organizations managed by quality.

PEK_W03 Knows the basic methods of design, analysis, modeling, evaluation and improvement of processes of an organization.

PROGRAMME CONTENT

Form of classes - lecture		Number of hours
Lec 1	Introduction to the lecture. Definition of a process of the organization. Types of business processes.	2
Lec 2	The approaches to the process management in the history of the management.	2

Lec 3	The idea of the process approach in the management of organizations. The rationale and objectives for the implementation of the process approach to management.	2
Lec 4	The differences between the functional-oriented and process-oriented organization. The organizational structure of process-managed organizations.	2
Lec 5	Characteristics of the processes in a process-managed organization. Assessment of the maturity of the process management in organization.	2
Lec 6	Business Process Management models.	2
Lec 7	Planning the implementation of process management in the organization. Reengineering as a concept of implementation of the Business Process Management in the organization.	2
Lec 8	Techniques of design and analysis of the process structure. Graphic description of the process.	2
Lec 9	Measurement and evaluation processes. Conditions of measurement process. Selection process evaluation measures. Methods for monitoring processes.	2
Lec 10	Overview of methods and process improvement techniques.	2
Lec 11	Benchmarking as a method of process improvement. Outsourcing in a process-managed organizations.	2
Lec 12	Application of Lean Management in improving processes.	2
Lec 13	Barriers to the implementation of the process approach to an organization.	2
Lec 14	Summary of the lecture.	2
Lec 15	Passing test	2
	Total hours	30

TEACHING TOOLS USED

- N1. The traditional lecture - presentation using a slide projector.
N2. Own work - independent literature studies and preparation for the final test.

EVALUATION OF SUBJECT EDUCATIONAL EFFECTS ACHIEVEMENT

Evaluation (F – forming (during semester), P – concluding (at semester end))	Educational effect number	Way of evaluating educational effect achievement
P	PEK_W01- PEK_W03	Final test

PRIMARY AND SECONDARY LITERATURE

PRIMARY LITERATURE:

- [1] The materials published on the course website.
[2] Damelio R., *The Basics of Process Mapping*, (2nd Edition) Francis&Taylor, USA, 2011.
[3] Hammer M. Hershman L., *Faster Cheaper Better: The 9 Levers for Transforming How Work Gets Done*. Crown Business, 2010.
[4] Page S., *Power of Business Process Improvement - 10 Simple Steps to Increase Effectiveness, Efficiency, and Adaptability*, AMACOM – Book Division of American Management Association, 2010.
[5] Rummmler G.A., Brache A.P., *Improving performance. How to manage the white Space on the Organization Chart*. Jossey-Bass Inc.,Publisher 1995.

SECONDARY LITERATURE:

- [1] Armistead C., Rowland P., *Managing business processes: BPR and beyond*, John Wiley and Sons, Chichester 1996.

- [2] Becker J., Kugeler M., Rosemann M., *Process management: a guide for the design of business processes*. Springer-Verlag, Berlin Heidelberg 2003.
- [3] Burton T. T., Boeder S.M., *The lean extended enterprise: moving beyond the four walls to value stream excellence*, Boca Raton: J. Ross Publishing: APICS, 2003.
- [4] Hammer M., Champy J., *Reengineering the Corporation. A Manifesto for Business Revolution..* Jossey-Bass Inc., Publisher 1993.
- [5] Hammer M., *Beyond Reengineering. How the Process-Centered Organization is Changing our Work and our Lives*. HarperCollins Publishers, Inc., New York, 1996.
- [6] Harrington, H.J. (et al.), *Business process improvement workbook : documentation, analysis, design, and management of business process improvement*. McGraw-Hill, 2012.
- [7] Koren Y., *Global Manufacturing Revolution - Product-Process-Business Integration and Reconfigurable*, John Wiley & Sons, 2010 .
- [8] Smith H., Fingar P., *Business Process Management: The Third Wave*, Off-press November 2002, Meghan-Kiffer Pres.
- [9] Selected articles from: "*Business Process Management Journal*", "*The TQM Magazine*", "*The Total Quality Management and Excellence*", "*The International Journal of Quality and Reliability Management*", "*The International Journal of Operational & Production Management*".

SUBJECT SUPERVISOR (NAME AND SURNAME, E-MAIL ADDRESS)

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MATRIX OF CORRELATION BETWEEN EDUCATIONAL EFFECTS FOR SUBJECT
BUSINESS PROCESS MANAGEMENT
AND EDUCATIONAL EFFECTS FOR MAIN FIELD OF STUDY
Management
AND SPECIALIZATION ORGANIZATIONAL MANAGEMENT (OM)

Subject educational effect	Correlation between subject educational effect and educational effects defined for main field of study and specialization (if applicable)**	Subject objectives***	Programme content***	Teaching tool number***
PEK_W01 (knowledge)	K1_ZARZ_W05 K1_ZARZ_W09	C1	Lec1-Lec14	N1, N2
PEK_W02	K1_ZARZ_W05 K1_ZARZ_W08 K1_ZARZ_W09 K1_ZARZ_W15	C2	Lec2-13	N1, N2
PEK_W03	K1_ZARZ_W16	C3	Lec7-Lec12	N1, N2

** - enter symbols for main-field-of-study/specialization educational effects