Zał. nr 4 do ZW 64/2012

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| FACULTY OF COMPUTER SCIENCE AND MANAGEMENT  **SUBJECT CARD**  **Name in Polish …Zarządzanie procesami**  **Name in English Processes Management**  **Main field of study (if applicable): Management**  **Specialization (if applicable): Business management**  **Level and form of studies: 1st, full-time**  **Kind of subject: obligatory**  **Subject code ZMZ1234W**  **Group of courses NO** |

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|  | 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

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| **PREREQUISITES RELATING TO KNOWLEDGE, SKILLS AND OTHER COMPETENCES**  Basic knowledge of theory of management |

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| **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. |

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| **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. |

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| **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. | 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 | Outsourcing in a process-managed organizations.Summary of the lecture. | 2 |
| Lec 15 | Passing test | 2 |
|  | Total hours | 30 |

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| **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**

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| **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 |

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| **PRIMARY AND SECONDARY LITERATURE** |
| **PRIMARY LITERATURE:**   1. Materiały zamieszczone na stronach www prowadzącego kurs. 2. Grajewski P. *Procesowe zarządzanie organizacją*, Polskie Wydawnictwo Ekonomiczne, Warszawa 2012. 3. Hammer M., Champy J., *Reengineering w przedsiębiorstwie*. Neumann Management Institute, Warszawa 1996. 4. Hammer M., *Reinżynieria i jej następstwa*. Wydawnictwo Naukowe PWN, Warszawa 1999. 5. Nowosielski S. (red.),  *Podejście procesowe w organizacjach*, Wydawnictwo Uniwersytetu Ekonomicznego, Wrocław 2011. 6. Rummler G.A., Brache A.P., *Podnoszenie efektywności organizacji: Jak zarządzać „białymi plamami” w strukturze organizacyjnej?* Państwowe Wydawnictwo Ekonomiczne, Warszawa 2000.   **SECONDARY LITERATURE:**   1. Bitkowska A. (red.), *Zarządzanie procesami w przedsiębiorstwie: aspekty teoretyczno-praktyczne*, Difin, Warszawa  2011. 2. Bitkowska A. (red.), *Zarządzanie procesami biznesowymi w przedsiębiorstwie* Vizja Press & IT, Warszawa 2009. 3. Czekaj J. (red), *Zarządzanie procesami biznesowymi: aspekt metodyczny*, Wydawnictwo Uniwersytetu Ekonomicznego w Krakowie,   Kraków  2009. 4. Czekaj J. (red), *Metody zarządzania procesami w świetle studiów i badań empirycznych*,  Wydawnictwo Uniwersytetu Ekonomicznego w Krakowie,   Kraków  2009. 5. Grudowski P., *Projektowanie, nadzorowanie i doskonalenie systemu jakości według normy PN-EN ISO 9001:2009 w oparciu o podejście procesowe z uwzględnieniem specyfiki sektora MŚP*. Ośrodek Doradztwa i Doskonalenia Kadr, Gdańsk 2010. 6. Łazicki A. (red.), *Systemy zarządzania przedsiębiorstwem: techniki Lean Management i Kaizen*. Wiedza i Praktyka, Warszawa 2011. |
| **SUBJECT SUPERVISOR (NAME AND SURNAME, E-MAIL ADDRESS)** |
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MATRIX OF CORRELATION BETWEEN EDUCATIONAL EFFECTS FOR SUBJECT

**PROCESS MANAGEMENT**

AND EDUCATIONAL EFFECTS FOR MAIN FIELD OF STUDY

**Management**

AND SPECIALIZATION **Business management**

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| **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 | C1 | Wy1-Wy7 | N1, N2 |
| **PEK\_W02** | K1\_ZARZ\_W05  K1\_ZARZ\_W08  K1\_ZARZ\_W15 | C2 | Wy2,Wy4-7  Wy11-Wy14 | N1, N2 |
| **PEK\_W03** | K1\_ZARZ\_W16 | C3 | Wy7-Wy13 | N1, N2 |