

COURSE GUIDE

<u>Subject</u>	Management Concepts
<u>Mayor</u>	Management
<u>Form of study</u>	Regular
<u>Form of qualification</u>	graduate
<u>Year</u>	First year
<u>Semester</u>	sem. I
<u>Teaching Departament</u>	Departament of Enterprise Management
<u>Teachers</u>	Dr Katarzyna Łukasik
<u>Profile</u>	Academic
<u>Kind of subject</u>	basic
<u>Credit points ECTS</u>	6

TEACHNING METHODS – NUMBER OF HOURS PER SEMESTER

LECTURE	CLASSES	LABORATORY	PROJECT	SEMINAR
30E	30			

COURSE PURPOSES

C1. Characteristics of classical and modern management concepts

C2. Introduction of practical possibilities of applying introduced management concepts on the example of chosen enterprises

INITIAL REQUIREMENT FOR THE KNOWLEDGE, ABILITIES AND OTHER COMPETENCES

1. Students know the basis of modern enterprise management
2. Students can present problems of management and running enterprises on the market
3. Students know roles of solving problems in groups with use of case study
4. Students can distinguish such issues as: methods of management, technics of management, concepts of management

5. Skills in making presentations and participation in discussion

THE EFFECTS OF EDUCATION

EK 1- Students know classical concepts of management

EK 2- Students know modern concepts of management

EK 3- Students can distinguish structural concepts of management (process oriented)

EK 4- Students can distinguish concepts of management oriented on quality, time, knowledge and customers

COURSE CONTENT

Form of classes – LECTURES 15 HOURS	No. of hours
L 1- Introduction to the subject. Introduction of basic terms and definitions connected with methods, technics and concepts of management. Presentation of division of management concepts.	1
L 2- Introduction of classical management concepts, starting from evolution of concepts through administrative approach to social approach in management .	1
L 3- Presentation of situation approach and system approach in management	1
L 4,5,6,7 – Presentation of modern (structural) concepts of management, including: BPR (Business Process Reengineering), Lean Management, Benchmarking, Outsourcing, with practical examples.	4
L 8,9 Presentation of modern (structural) concepts of management with practical examples such as TBM (Time Based Management) and CRM (Customer Relationship Management).	2
L 10- Presentation of quality concepts of management: TQM (Total Quality Management) and Six Sigma, with practical examples in the enterprises	1
L 11, 12, 13 - Presentation of modern concepts of management based on knowledge: knowledge and competences management, intelligent and learning organization as well as talent management.	3
L 14- Introduction of virtual and network organizations concepts	1
L 15- Presentation of concept of social responsibility in organization (CSR)	1
Form of classes – CLASSES 30 HOURS	No. of hours
C1 - Introduction – Introduction of the aim, program and forms of checking knowledge and skills. Case study of classical forms of management concepts.	2
C2 - Reengineering: definition, essence and rules of reengineering, changes in organization after introducing reengineering – theoretical approach of reengineering in the firm, case study	2
C3 –Lean Management: definition, essence and rules – theoretical approach. Example of application of lean management concept in company. Case study	2
C4 - Benchmarking: definition, essence and rules and range of applying benchmarking – advantages and disadvantages theoretical approach. Example of applying benchmarking in Polish public administration in local authorities. Case study	2

C5 - Outsourcing: form of improving enterprise functioning, kinds and forms of outsourcing, advantages and disadvantages of outsourcing - theoretical approach. Outsourcing - Case study	2
C6 - Method TBM (time based management): aims, methods of TBM, assumptions and rules of TBM - theoretical approach. Time based management in practice	2
C7 –CRM (customer oriented management, establishing relations with customers, adapting organization to customer needs) – theoretical approach, case study	2
C8 – Total Quality Management – TQM: meaning of quality, basic aspects of TQM, advantages and disadvantages of TQM - theoretical approach. SIX SIGMA: definition, essence and rules, phases of introduction six sigma, advantages of six sigma – theoretical approach. Comparison of TQM and Six Sigma. Case study.	2
C9 – Knowledge management: definition and essence of knowledge, kinds of knowledge, methods of gaining knowledge – theoretical approach. Example of applying knowledge management, case study	2
C10 – Competency management: competency management – theoretical approach. Case study of Barker Foods– analyses of competency management	2
C11 – Learning organization: definition and essence and features of learning – theoretical approach and case study.	2
C12,13 – Virtual and network organizations: characteristics of virtual organization, conditions and results of virtualizations of firms, managing of virtual organization, network structures, e-biznes – kinds, effects, advantages and disadvantages – theoretical approach. Case study – perspectives of developing virtual organizations	4
C14 – Concepts of Corporate Social Responsibility CSR: fields of applying – theoretical approach. Global Compact – the example of applying CSR, Corporate Social Responsibility– Case study	2
C15 – test	2

TEACHNING TOOLS

1. Books and monographs
2. Audiovisual presentation
3. Case study

WAYS OF ASSESSMENT (F – FORMING, P – SUMMARY)

- F1. Case studies
- F2. Presentation of performed tasks
- F3. Participation during lectures
- F4. Presence on the lectures
- P1. Written test
- P2. Written exam

STUDENT WORKLOAD

Forms of activities	Average number of hours for activity
Contact hours with the teacher	60
Consultation hours	20
Exam	3
Prepare to exercises	27
Prepare audiovisual presentation	30
Prepare to exam	10
Total	150
Total number of credit points of ECTS per subject	6

Bibliography

Basic bibliography

1. Akhil Kumar, Business Process Management, New York; London: Routledge/ Taylor & Francis Group, 2018.
2. Hannagan Tim, Management Concepts and Practices, Harlow: Prentice-Hall, 2008.
3. Mathias Weske, Business Process Management: Concepts, Languages, Architectures, Berlin: Springer-Verlag, 2012.

Supplementary literature:

4. Marlon Dumas ed. [and others.], Fundamentals of Business Process Management, Heidelberg : Springer, 2013.
5. W. B. Lee. (Ed). Systems Approaches to Knowledge Management, Transfer, and Resource Development, Hershey : Information Science Reference, 2012.

TEACHERS (NAME, SURNAME, ADRES E-MAIL)

1. Katarzyna Łukasik; katarzyna.lukasik@wz.pcz.pl

MATRIX OD REALIZATION OF EDUCATION EFFECTS

Effects of teaching	Given effects in comparison to all defined effects for whole course	Aims of program	Program of teaching course	Didactic tools	Evaluation
EK1 Students can explain classical concepts of management.	K_W10, K_U01, K_K05,	C1	W1, W2, W3, Cw1	1, 2, 3	F3,F4, P2
EK2 Students can explain modern concepts of management.	K_W07,K_W10, K_U04, K_U07 K_K05,	C1, C2	W4, W5, W6, W7, Cw1, Cw2, Cw3, Cw4, Cw5, Cw 12, Cw13,	1,2,3	F1, F2, F3, F4, P1,P2

<p>EK3 Students can explain structural concepts of management. (oriented on processes)</p>	<p>K_W10, K_U04,K_U07 K_K05,</p>	<p>C1</p>	<p>W4, W5, W6, W7, W14 Cw1, Cw2, Cw3, Cw4, Cw5, Cw 12, Cw13,</p>	<p>1,2,3</p>	<p>F4, P2</p>
<p>EK4 Students can explain different concepts of management oriented on quality, time, knowledge and customers.</p>	<p>K_W10, K_U04, K_U07 K_K05</p>	<p>C1, C2</p>	<p>W8, W9, W10, W11, W12, W13, W15 Cw6, Cw7, Cw8, Cw9, Cw10, Cw11, Cw14</p>	<p>1,2,3</p>	<p>F1, F2, F3, F4, P1,P2</p>

EVALUATION FORM - DETAILS

	For grade 2	For grade 3	For grade 4	For grade 5
Effect 1	Student can't explain classical concepts of management.	Student can explain classical concepts of management, but he/she can't give main authors names of classical concepts of management.	Student can explain classical concepts of management and he/she can give main authors names of classical concepts of management.	Student can explain and point at background of classical concepts of management and he/she can give main authors names of classical concepts of management.
Effect 2	Student can't explain modern concepts of management.	Student can explain modern concepts of management without pointing at their background.	Student can explain modern concepts of management and point at main assumptions of the concepts.	Student can explain modern concepts of management and point at all assumptions of the concepts.
Effect 3	Student can't explain structural concepts of management	Student can distinguish different structural concepts of management but without defining them.	Student can distinguish different structural concepts of management with defining two of them.	Student can distinguish different structural concepts of management with defining all of them

Effect 4	Students can't explain different concepts of management oriented on quality, time, knowledge and customers.	Students can explain different concepts of management oriented on quality, time, knowledge and customers.	Students can explain different and show background of two chosen concepts of management oriented on quality, time, knowledge and customers.	Students can explain different and show background of all concepts of management oriented on quality, time, knowledge and customers.
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OTHER USEFUL INFORMATION ABOUT THE COURSE

1. Information on where to learn presentations for the classes etc. – information is presented to students during classes, whereas, if that is necessary due to the formula of the classes, it is sent via e-mail to individual groups of students
2. Information on the place where classes are held – information available on the website of the Faculty of Management
3. Information on the date of classes - (date of the week, time) – information available on the website of the Faculty of Management
4. Information on consultancies (time + place) – given to students during the first classes, information available on the website of the Faculty of Management

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Signature of the responsible person