COURSE GUIDE

Subject name	**Process Management**
Course of study	**Management**
The form of study	**Full-time**
Level of qualification	**II**
Year	**2**
Semester	**3**
The implementing entity	**Business Informatics Department**
The person responsible for preparation	**Leszek Ziora**
Profile	**General academic**
Course type	**principal**
ECTS points	**5**

TYPE OF TEACHING – NUMBER OF HOURS PER SEMESTER

LECTURE	CLASS	LABORATORY	PROJECT	SEMINAR
15	**30**	-	-	-

COURSE AIMS

C1. Presentation of processes with the idea of process approach in management. Discussion of theoretical and practical aspects of process management.
C2. Achievement of skills concerning design of processes with the usage of BPMN, UML 2.1 notation

ENTRY REQUIREMENTS FOR KNOWLEDGE, SKILLS AND OTHER COMPETENCES

1. **The student possesses basic skills concerning computer operation and basic knowledge from the area of management**

2. **The student is able to interpret data included in tables, graphs and content included in scientific papers, case studies and coursebooks.**

3. **The student can use the Internet services: WWW, e-mail, etc.**

LEARNING OUTCOMES

EK 1- The student possesses basic theoretical knowledge concerning the notion, identification and classification of processes and fundamentals of process approach

EK 2- The student possesses knowledge and skills concerning design of processes in BPMN or UML notation

EK 3- The student is able to design in practice basic selected processes using appropriate software such as e.g. DIA or Igrafx flowcharter software

COURSE CONTENT

	Type of teaching – LECTURES	Number of hours
L 1	The notion of process management. Classification of processes. Characteristic of basic definitions.	1
L 2	Process approach in the management of contemporary organization. The management of business processes.	1
L 3	The process management cycle. Process enablers.	1
L 4	Improvement of business processes	1
L 5	The meaning of six sigma in business processes	1
L 6	Process performance and its key elements	1
L 7	Change management in business processes design and its key components	1
L 8	Implementation and controlling of business processes	1
L 9	BPMN in analysis and design of business processes. Basic and extended modelling elements	1
L 10	UML 2.1 in analysis and design of business processes	1
L 11	Tools for design of processes on the basis of DIA application	1
L 12	Major business trends concerning process management	1
L 13	Characteristic and practical examples of logistics processes such as storage, transportation and procurement process	1
L 14	Characteristic and practical examples of production processes such as material flow process or communication process	1
L 15	The modelling of decision making processes	1
	Type of teaching – CLASSES	Number of hours
C1	Introductory lesson - organizational issues. Discussion of definitions connected with the subject. Presentation of process management definition. The role of processes in the management of organizations.	2
C2	Introduction to the DIA software. Presentation of basic and extended BPMN modelling elements. Presentation of UML 2.1 modelling elements. Review of modelling elements. Discussion concerning preparation of project containing design and description of selected business process.	2
C3	Design of procurement process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	2
C4	Design of storage and transportation process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	4
C5	Design of human resources management processes with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	4
C6	Design of production and material flow process with the usage of DIA or	4

	Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	
C7	Design of communication process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	**4**
C8	Design of customer service process with the usage of DIA or Igrafx flowcharter applications. The analysis and description of the process (its goals, resources, effects, enablers, performance measures). The directions of its improvement.	**4**
C9	Presentation and assessment of students' projects	**4**

TEACHING TOOLS

1. **Coursebooks, scientific papers, case studies.**
2. **Audiovisual equipment**
3. **Laboratory instructions**
4. **A computer with an access to the Internet and installed DIA or Igrafx flowcharter software.**

WAYS OF ASSESSMENT (F – FORMATIVE, P – SUMMATIVE)

F1 Presentation of assignments
F2 Students' active participation in classes
P1 Projects of selected business processes

STUDENT WORKLOAD

Form of activity		Average number of hours for realization of the activity
		[h]
Contact hours with the teacher	CLASSES	**45**
Preparation for classes		**40**
Preparation for tests		**35**
Consultations		**5**
TOTAL NUMBER OF HOURS / ECTS POINTS FOR THE COURSE		**125 / 5**

BASIC AND SUPPLEMENTARY RESOURCE MATERIALS

Basic resources:

1.	J. Brocke, M. Rosemann: Handbook on business process management 1&2, Springer, Heidelberg 2010
2.	M. Pomffyova: Process management, Vukovar, Croatia, Intech 2010
3.	Nowosielski S. (red): *Procesy i projekty logistyczne*. Wyd. Uniwersytetu Ekonomicznego we Wrocławiu, Wrocław 2008 (in Polish)
4.	Bitkowska A.: *Zarządzanie procesami biznesowymi w przedsiębi*orstwie. Wyd VIZJA PRESS&IT, Warszawa 2009 (in Polish)
5.	Nowicki A., Sitarska M. (red).: *Procesy informacyjne w zarządzaniu*. Wyd. Uniwersytetu Ekonomicznego we Wrocławiu, Wrocław 2010 (in Polish)
6.	Grajewski P.: *Organizacja procesowa*, PWE, Warszawa 2007 (in Polish)
7.	H. Ch. Pfohl: Systemy logistyczne. Podstawy organizacji i zarządzania. Biblioteka logistyka, Poznań 1998 (in Polish)

Supplementary resources:

1.	Rummler G, Brache A.: Podnoszenie efektywności organizacji, Wydawnictwo PWE, Warszawa 2000 (in Polish)
2.	Skrzypek E, Hofman M.: Zarządzanie procesami w przedsiębiorstwie. Identyfikowanie, pomiar, usprawnianie. Wyd. Wolters Kluwer Polska, 2010 (in Polish)

TEACHERS (NAME, SURNAME, E-MAIL ADDRESS)

1. Leszek Ziora, Ph.D. ziora@zim.pcz.pl

MATRIX OF LEARNING OUTCOMES REALISATION

Learning outcome	Reference of given outcome to outcomes defined for whole program	Course aims	Course content	Teaching tools	Ways of assessment
EK 1 The student possesses basic theoretical knowledge concerning the notion, identification and classification of business processes	K_W16, K_U02, K_U03, K_U06, K_U13, K_U19, K_K01, K_K04, K_K06	C1-C2	L1 - L15	1,2, 3,4	F1, F2, P1
EK 2 The student possesses knowledge and skills concerning design of business processes in BPMN or UML notation	K_W06, K_U02, K_U06, K_U07, K_U12, K_U19, K_U26, K_K01, K_K03, K_K04, K_K06	C1-C2	L1-L15, C1-C8	1,2, 3,4	F1, F2, P1
EK 3 The student is able to design in practice basic selected processes using appropriate application such as e.g. DIA software	K_W06, K_W16, K_U02, K_U06, K_U07, K_U12, K_U19, K_U26, K_K01, K_K02, K_K03, K_K04, K_K06	C1-C2	C1- C8	1,2, 3,4	F1, F2, P1

FORM OF ASSESSMENT - DETAILS

	grade 2	grade 3	grade 4	grade 5
EK 1	The student does not know or understand any definitions concerning the problem of business processes meaning in the organization.	The student possesses basic knowledge concerning the notion, identification, classification of business processes.	The student possesses good knowledge concerning the notion, identification, classification of business processes and its management	The student possesses good knowledge concerning the notion, identification, classification of business processes and is able to present selected practical examples of such a processes.
EK 2	The student does not understand any basic BPMN or UML notation element.	The student understands some basic BPMN or UML elements	The student knows most of BPMN or UML notation elements	The student knows very well BPMN or UML notation.
EK 3	The student cannot design any of presented during classes business processes	The student is able to design one logistic process with the usage of DIA application	The student is able to design two logistic processes with the usage of DIA	The student is able to design three logistic processes with the usage of DIA

ADDITIONAL USEFUL INFORMATION ABOUT THE COURSE

1. Information where presentation of classes, instruction, subjects of seminars can be found, etc. -

   They are sent to the e-mail addresses of students

2. Information on the place where the classes take place -

   Such an information is placed at www site of Faculty of Management

3. Information on the date of classes (day of the week/hour) -

   Such an information can be found at www site of Faculty of Management

4. Information on consultation hours (hours + place) -

   Such information is conveyed to students at the first class.

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Coordinator