Course description form (syllabus form) – for 1st and 2nd cycle studies

**A. General data**

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| **Name of the field** | **Content**  |
| Course title |  Process Management |
| Organizational unit: |  Faculty of Management |
| Organizational unit where the course is offered: |  Faculty of Management |
| Course ID |  2600-IBPPM |
| Erasmus code / ISCED |  **-------------** |
| Course groups |   |
| Period when the course is offered  | Summer semester |
| Short description | The course introduces the fundamental concepts and techniques of business process management. Students will learn to identify, map, and analyze processes. This course is intended to provide a solid introduction to operations and process management for everyone who wishes to understand the nature, principles, and practice of this subject.  |
| Type of course: | Lecture in class |
| Full description | The course introduces the fundamental concepts and techniques of business process management. Students will learn to identify, map, and analyze processes. Process Management course: * Stresses the importance of operations and process management
* Stresses the Strategic impact of operations and process management
* Extends the scope of operations and process management

Students will understand the nature, principles, and practice of this subject. Range of contents:* Operations and process introduction: potential and perspective
* Operations – strategic impact: business strategy (top-down), market requirements (outside-in), operational experience (bottom-up), resources and processes (inside-out)
* Operations scope and structure: place in supply network, integration, configuration, and capacity
* Process design (positioning): importance, layouts, technology, volume-variety requirements
* Process design (analysis): importance, objectives, tasks and capacity, configuration, variability
* Supply chain management: nature, types, sourcing configuration, supplier selection and negotiation
* Capacity management: importance, patterns of demand, strategies, consequences
* Inventory management: role, quantity, orders, control
* Resource planning and control: elements, integration, effectiveness
* Lean management: synchronization, benefits, barriers, flow, process flexibility
* Quality management: importance, definition, measure, control, improvement
* Risk and resilience: assessment, risk prevention measures, risk mitigation measures, risk recovery measures
* Project management: environment and stakeholders, definition, plan, control.
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| Prerequisites | Formal  | Finished operations management course |
| Initial  |  x |
| Learning outcomes | Upon completion of the course, the student will be able to: • Identify, map, analyze and design the business processes of a chosen organization. • Utilize diagrams and analytical techniques, including value chain, make-or-buy decisions, fishbone diagram, system dynamics, benchmarking, value analysis, business process reengineering, balanced scorecard. • Present the principles, benefits, and limitations of process approaches, including Reorder Point System, ABC method, MRP, Just-in-Time (JiT), lean management, Total Quality Management (TQM), inventory-driven costs, Triple-A supply chain, Six Sigma, ISO.• Collaborate within a team to address practical business problems. |
| ECTS credit allocation (and other scores) |  4 |
| Assessment methods and assessment criteria | Final exam (60%) + points for group tasks carried out during the course (40%) |
| Examination  | Test |
| Type of class |   |
| Method of implementation of the subject |   |
| Language  |  English |
| Bibliography | * N. Slack, Operations and process management, Pearson, 2021, 6/E.
* N. Slack, Operations management, Pearson, 2022, 10/E.
* Research papers and book excerpts (uploaded and available on course website)
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| Internship as part of the course  |   |
| Coordinators |  **Dr Krzysztof Smoleń** |
| Group instructors |  |
| Notes  |   |

**B. Detailed data**

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| **Name of the field** | **Content**  |
| Group instructors: |  |
| Title  | **Process Management** |
| Type of class: | Lecture |
| Learning outcomes defined for didactic method used during the course | Upon completion of the course, the student will be able to: • Identify, map, analyze and design the business processes of a chosen organization. • Utilize diagrams and analytical techniques, including value chain, make-or-buy decisions, fishbone diagram, system dynamics, benchmarking, value analysis, business process reengineering, balanced scorecard. • Present the principles, benefits, and limitations of process approaches, including Reorder Point System, ABC method, MRP, Just-in-Time (JiT), lean management, Total Quality Management (TQM), inventory-driven costs, Triple-A supply chain, Six Sigma, ISO 9001, ISO 14001, EMAS. • Collaborate within a team to address practical business problems. |
| Assessment methods and assessment criteria for didactic method used during the course | Final exam (60%) + points for group tasks carried out during the course (40%) |
| Examination for didactic method used during the course |  Test |
| Range of content | Operations and process – introduction and strategic impact, Operations scope and structure, Process design, Supply chain management, Lean management, Quality management, Risk and project management |
| Didactic methods | Lecture, Business case studies |
| Bibliography | * N. Slack, Operations and process management, Pearson, 2021, 6/E.
* N. Slack, Operations management, Pearson, 2022, 10/E.
* Research papers and book excerpts (uploaded and available on course website)
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| Group limit  |   |
| Time span |   |
| Location |   |