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 | | ------------ |
| 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. |
| 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) |
| 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) |
| Group limit |  |
| Time span |  |
| Location |  |