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 optimization |
| Organizational unit: | | Department of Entrepreneurship and Managements Systems |
| Organizational unit where the course is offered: | | Faculty of Management |
| Course ID | |  |
| Erasmus code / ISCED | |  |
| Course groups | |  |
| Period when the course is offered | | MA |
| Short description | | The aim of the course is to familiarize students with the idea of process management. Students gain knowledge about the distinguishing features of this perspective and detailed tools for process optimization. Specific challenges related to the introduction of process management in organizations are also discussed. |
| Type of course: | | Conservatory |
| Full description | | 1. Introduction: Process definition and process management  2. Identify business processes  3. Formalizing the process: a document with assumptions  - Process owner  - Process Coverage  - Main tasks  - Customer preferences  - Success metrics  4. Formalize the Process: Mapping  5. Process improvement and improvement techniques  - Bureaucracy  - Non-value-added activities  - Duplication  - Complexity  - Waste of time  - Automation  6. Building conditions for the introduction of improvement:  - Impact and risk analysis  - Training  - Communication  7. Presentation of business process projects |
| Prerequisites | Formal | NA |
| Initial | Knowledge of the basics of management |
| Learning outcomes | | K\_W01  Knows and understands research methodology and terminology in the discipline of management and quality sciences and in complementary disciplines (economics and finance, legal sciences).  K\_W02  Knows and understands at an advanced level the principles, procedures and practices concerning the activities of various types of organizations, its key functions (operational, marketing, financial, personnel management) and its relations with the environment.  K\_W05  Knows and understands technological, social, political, legal, economic and ecological processes and phenomena and their impact on the functioning of the organization and the entire economy, including the principles of industrial property protection and copyright.  K\_U01  Can use the theory of the discipline of management and quality science and complementary sciences (economics and finance, legal sciences) to identify, diagnose and solve problems related to key functions in the organization and integrate them into the organization's strategy, using the appropriate selection of sources and adapting existing methods.  K\_U02  Can correctly interpret technological, social, political, legal, economic, ecological processes and phenomena and their impact on the functioning of the organization and the entire economy, using the appropriate selection of sources.  K\_U03  Can independently and in a team prepare analyses, diagnoses and reports on the functioning of the organization, sector and the entire economy, and present them communicatively, also in English - using IT and communication tools.  K\_U05  Can plan and organize their own and teamwork.  K\_U06  Has the ability to self-educate and improve the acquired qualifications.  K\_K01  He is ready to assess and critically approach the situation and phenomena related to the functioning of the organization, the sector and the entire economy. |
| ECTS credit allocation (and other scores) | | 2 |
| Assessment methods and assessment criteria | | Project: work in groups of 3 to people carried out on the basis of primary and secondary data  As part of the project work, students will present the improvement of the business process implemented at the Faculty of Management.  As part of this project work, students prepare a case study of one of the processes, i.e. they prepare process maps, indicate problems and tools used for improvement, identify the lack of optimization opportunities, giving the reasons for this. |
| Examination | | Project |
| Type of class | | Conservatory |
| Sposób realizacji przedmiotu | | Lecture, exercises, case studies, group work |
| Language | | English |
| Bibliography | | *Page S., (2010). The Power of Business Process Improvement: 10 Simple Steps to Increase Effectiveness, Efficiency and Adaptability. NY: Amacom.* |
| Internship as part of the course | | NA |
| Coordinators | | **Julita Majczyk** |
| Group instructors | | **Julita Majczyk** |
| Notes | | NA |

**B. Detailed data**

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| **Name of the field** | **Content** |
| Group instructors: | **Julita Majczyk** |
| Title | **PhD** |
| Type of class: | Conservatory |
| Learning outcomes defined for didactic method used during the course | K\_U03  Can independently and in a team prepare analyses, diagnoses and reports on the functioning of the organization, sector and the entire economy, and present them communicatively, also in English - using IT and communication tools.  K\_U05  Can plan and organize their own and teamwork.  K\_K01  He is ready to assess and critically approach the situation and phenomena related to the functioning of the organization, the sector and the entire economy. |
| Assessment methods and assessment criteria for didactic method used during the course | Project: work in groups of 3 to people carried out on the basis of primary and secondary data  As part of the project work, students will present the improvement of the business process implemented at the Faculty of Management.  As part of this project work, students prepare a case study of one of the processes, i.e. they prepare process maps, indicate problems and tools used for improvement, identify the lack of optimization opportunities, giving the reasons for this. |
| Examination for didactic method used during the course | Project |
| Range of content | 1. Introduction: Process definition and process management  2. Identify business processes  3. Formalizing the process: a document with assumptions  - Process owner  - Process Coverage  - Main tasks  - Customer preferences  - Success metrics  4. Formalize the Process: Mapping  5. Process improvement and improvement techniques  - Bureaucracy  - Non-value-added activities  - Duplication  - Complexity  - Waste of time  - Automation  6. Building conditions for the introduction of improvement:  - Impact and risk analysis  - Training  - Communication  7. Presentation of business process projects |
| Didactic methods | Lecture, exercises, case studies, group work |
| Bibliography | Page S., (2010). The Power of Business Process Improvement: 10 Simple Steps to Increase Effectiveness, Efficiency and Adaptability. NY: Amacom. |
| Group limit |  |
| Time span |  |
| Location |  |