SUBJECT (MODULE) DESCRIPTION

Subject name	Code
Business Process Management	

Staff	Faculty
Co-ordinator: **Other(s):**	Faculty of Economics

Study cycle	Type of study
Second	Compulsory

Form of implementation	Period of implementation	Language of instruction
Contact	Spring (2nd) semester	English

Requirements for student			
Prerequisites: Management, Marketing, Micro Economics, International Economics		**Additional requirements (if any): none**	
Number of ECTS credits	**Student's workload**	**Contact hours**	**Individual work**
5	136	24	112

Aims of the course: competency development		
Objectives – to obtain the systematic business process management and its implementation into practical activity background. This subject aims to develop professional competence: - Ability to analyse, summarize and use the organizations performance management and integrated management system of quality management in the field of theoretical information; - The ability to manage the company's interaction with the market, using a systematic and integrated communication and interaction mechanisms; and general competencies: - The ability to think abstractly, analyse and organize information, - The ability to put this knowledge into practice, and to address the work of the group or individual.		
Learning outcomes	**Teaching methods**	**Assessment methods**
Students will master the essential modern management and integrated communication systemic theoretical models and be able to use them to solve practical problems	Lectures (problematic instruction), self-study materials	Closed and open questions in tests
Students know the individual business process management, quality management, and integrated communications features and realize their systematic integration capabilities and techniques		
Students grounding in key business process management, quality management, and integrated communications systemic governance types and will be able to analyse their help to get the information		
Students will master the knowledge of business process management, quality management, and integrated communications systematic strategic planning and management		
Students will be able to understand the importance		

of process development and application of the process approach to modern organizations		
Students will be able to link the business process management, quality management, and integrated systemic communication activities with various features of the business sector	Lectures (problematic instruction), self-study materials, individual assignments, group projects	Closed and open questions in tests, written assignments
Students will be able to absorb and digest, and critically evaluate the theoretical knowledge and theoretical models		
Students uptake of the knowledge-based analysis will be able to organize and interpret information about business process management, quality management, and integrated communications systemic actions and behaviour of employees		
Students will be able to improve the business performance of the development of efficient and effective processes		
Students will know the basic business process modelling tools		
Students will use research skills Self Study	Case studies, individual assignments, group projects	Tasks writing
Students working individually and in groups, will be able to collect the raw data, analyse business situations, identify problems and find innovative ways to address them		
Students will know the basic project management and change management elements		
Students will be able to analyse the information technology to business processes and improve		
Students will be able to existing business process management, quality management, and integrated systemic communication skills to analyse situations and practical exercises decision		

Subject themes	**Contact / Individual work: time and assignments**								
	Lectures	Tutorials	Seminars	Practical classes	Laboratory work	Practice	**Contact hours**	**Individual work**	**Assignments**
1. Process Concept and Typology	2		1				**3**	**14**	Study of scientific literature, practical exercise, group project
2. Process Management Implementation (Process control and improvement approaches, processes, treatment phase (5-level model of the supply chain)).	2		1				**3**	**14**	Study of scientific literature, practical exercise, group project
3. Process approach in the organization (goal setting processes within the organization objectives for continuous improvement implementation, support continuous improvement, change	2		1				**3**	**14**	Study of scientific literature, practical exercise, group project

management processes).									
4. Process documentation (documentation of the process, documenting the factors and level of detail of documentation, technical documentation).	2		1				**3**	**14**	Study of scientific literature, practical exercise
5. Process Analysis. Operating logic setting (Process map, the process of boundary definition, the logical structure of the building).	2		1				**3**	**14**	Study of scientific literature, practical exercise
6. Process Analysis. Opportunities for improvement definition (Process inefficiency causes, information management efficiency).	2		1				**3**	**14**	Study of scientific literature, practical exercise, group project
7. Replacement Process Approach - Project management (project phases and project documentation, stakeholder management plan, resource allocation, liability, change in risk management, change control and monitoring).	2		1				**3**	**14**	Study of scientific literature, practical exercise, group project
8. Replacement Process Approach - Managing Change (Essential success factors of change, the change in stages of change in the initiation, planning, leadership strategy change).	2		1				**3**	**14**	Study of scientific literature, practical exercise
Total:	**16**		**8**				**24**	**112**	

Assessment strategy	Share in %	Time of assessment	Assessment criteria
The first (intermediate) test	20	After 8 themes	20 closed-ended questions (each worth 1 point)
1 practical task	10	In 3 seminar	Written report (value – 10 points)
2 practical task	10	In 5 seminar	Written report (value – 10 points)
The practical results of the tasks classroom presentation	20	From 6 seminar	Oral report (value – 20 points)
The final test (exam)	40	June	20 closed-ended questions (each worth 1 point) and 3 practical tasks (written report, the value of - 20 points). The final grade by summing up the three tests and practical tasks of evaluation points. 95-100 points - excellent, 10 85-94 pts - very good, 9 75-84 points - well, 8 65-74 points - an average of 7 55-64 points - satisfactory, 6 46-54 points - poor, 5 Less than 46 points - unsatisfactory, the minimum requirements are not met, 4, 3, 2, 1.

Author	Published in	Title	Issue No. or Volume	Publishing house or Internet site
Compulsory literature				
Poirier Ch. C., Walker I.	2005	Business process management applied: creating the value managed enterprise		J. Ross publishing
George M. L.	2003	Lean six sigma. How to use lean speed and six sigma quality to improve services and transactions.		New York: McGraw-Hill:
Olve N. G. Roy J. Wetter M.	2004	Performance drivers. A practical guide to using the balanced scorecard		New York: Wiley & Sons
Harrington H. J., Esseling Erik K. C., Van Nimwegen H.	1997	Business process improvement workbook: documentation, analysis, design, and management of business process improvement		New York: McGraw-Hill
Hunt V. D.	2007	Process mapping. How to reengineer your business process.		New York: John Wiley&Sons.
Manuel Laguna and Johan Marklund	2005	Business Process Modeling, Simulation and Design		Pearson Prentice Hall, New Jersey,
Supplementary literature				
Gitlow H. S., Oppenheim A. J., Oppenheim R., Levine D. M.	2005	Quality management.		McGraw-Hill
Evans J. R., Lindsay W. M.	2002	Management and control of quality.		Australia: South-Western Thomson learning
Foster S. T.	2004	Managing quality. An integrative approach.		New Jersey: Pearson Education
Dale B. G.	2002	Managing quality		Oxford: Blackwell Publishing