

FACULTY OF MANAGEMENT
SUBJECT CARD
Name of subject in Polish: Zarządzanie procesami
Name of subject in English: Business Process Management
Main field of study (if applicable): Management
Specialization (if applicable): Business Management
Profile: academic
Level and form of studies: 1st, full-time
Kind of subject: obligatory
Subject code: ZMZ1657 (W08ZZZ-SL0137)
Group of courses: NO

	Lecture	Classes	Laboratory	Project	Seminar
Number of hours of organized classes in University (ZZU)	30	15	15		
Number of hours of total student workload (CNPS)	120	30	30		
Form of crediting	Examination	crediting with grade	crediting with grade		
For group of courses mark final course with (X)					
Number of ECTS points	4	1	1		
including number of ECTS points for practical (P) classes					
including number of ECTS points corresponding to classes that require direct participation of lecturers and other academics (BU)	1,4	0,7	0,7		

*delete as applicable

PREREQUISITES RELATING TO KNOWLEDGE, SKILLS AND OTHER COMPETENCES
The knowledge of the basic management issues and quality management.

SUBJECT OBJECTIVES
Knowledge objectives:
C1 Acquisition of knowledge on the essence of the process approach in management and basic models of process management.
C2 Acquisition of basic knowledge about process management instruments.
C3 Acquisition of the skills for practical application of design, analysis, evaluation and improvement tools.
SUBJECT LEARNING OUTCOMES
relating to knowledge:
PEU_W01 Student knows the essence and basic models of the process management in organizations.
PEU_W02 Student knows basic tools for defining, analyzing, evaluating and improving business processes in an organization.
relating to skills:
PEU_U01 Student is able to practically apply tools for designing, analysing, assessing and improving organization's processes.

relating to social competences:		
PEU_K01 Student is responsible for assigned tasks.		
PEU_K02 Student acts ethically.		
PROGRAM CONTENT		
Lectures		Number of hours
Lec 1	Introduction to the lecture. Basic terms (e.g. business process, system)	2
Lec 2	Organisation as a system of processes. Types of organization processes.	2
Lec 3	Defining processes of an organization.	2
Lec 4	Review of visualization and process description methods.	2
Lec 5	Measurement and evaluation of processes in an organization.	2
Lec 6	Monitoring of processes. Statistical Process Control.	2
Lec 7	Techniques of Statistical Process Control.	2
Lec 8	Methods of risk assessment and process improvement. PFMEA method.	2
Lec 9	The concept and essentials of process management.	2
Lec 10	Review of process management models. Models of continuous process improvement.	2
Lec 11	Approaches to process improvement. Process benchmarking.	2
Lec 12	The Rummler-Brache model of increasing the performance of organization and processes.	2
Lec 13	The concept, essence and principles of Business Process Reengineering (BPR).	2
Lec 14	Strategies of process development in organizations. Outsourcing of processes.	2
Lec 15	Summary of the lecture.	2
	Total hours	30
Classes		Number of hours
Cl 1	Introduction to the class. Discussion of the conditions of passing.	1
Cl 2	Identification of business processes in a hypothetical organization.	2
Cl 3	Defining a process in a hypothetical organization.	2
Cl 4	Selection and application one of a process visualization method in a production/service organization.	2
Cl 5	Creating an assessment system for a hypothetical process.	2
Cl 6	Analysis of process control cards.	2
Cl 7	Calculation of process quality capability.	2
Cl 8	Passing test.	2
	Total hours	15
Laboratory		Number of hours
Lab1	Introduction to laboratory classes. Discussing laboratory tasks, credit conditions, work environment and safety rules in the computer lab.	1
Lab2	Task.1 Creating the mega map of organization processes.	2
Lab3	Task.2 Creating a micromap for a process.	2

Lab4	Task.3 Preparing a project of an improved process.	2
Lab5	Task.3 Preparing a project of an improved process - cont.	2
Lab6	Task.4 Preparing and analysis of control card results. Task.5 Calculating Cp and Cpk	2
Lab7	Task 6: PFMEA method.	2
Lab8	Credit of tasks	2
	Total hours.	15

TEACHING TOOLS USED

- N1. Traditional lecture using multimedia presentations and films.
 N2. Own work - independent literature studies and preparation for the exam.
 N3. Task lists to be performed individually or as a team during practice classes and in the computer lab.
 N4. Discussion of the effects of laboratory work.

EVALUATION OF SUBJECT LEARNING OUTCOMES ACHIEVEMENT

Evaluation (F – forming (during semester), P – concluding (at semester end))	Learning outcomes number	Way of evaluating learning outcomes achievement
F1	PEU_W01, PEK_W02, PEU_K02	Exam.
F2	PEU_U01	The credit agreement from the exercises.
F3	PEU_U01, PEU_K02	Evaluation of the tasks done during the classes.
F4	PEU_U01	Evaluation of the report on laboratory tasks.
F5	PEU_K01	Activity during classes
C (lecture) = F1 C (classes) = 0,5*F2+0,5*F3 C (laboratory) = 0,7*F3+0,2*F4+0,1*F5		

PRIMARY AND SECONDARY LITERATURE

PRIMARY LITERATURE:

- [1] Materials published on the website of the course lecturer (ePportal).
- [2] Dobrowolska A., *Podejście procesowe w organizacjach zarządzanych przez jakość*, Poltext, Warszawa 2017.
- [3] Lasek M., B. Otmianowski, M. Pęczkowski, *Modelowanie, analiza oraz zarządzanie procesami biznesowymi na potrzeby metodologii Six Sigma z wykorzystaniem narzędzi informatycznych: iGrafxTM FlowCharter, iGrafxTM Process, iGrafxTM Process for SixSigma, iGrafxTM Process Central*, Wydawnictwo WIT, Warszawa 2015.

SECONDARY LITERATURE:

- [1] Bitkowska A. (red.), *Zarządzanie procesami w przedsiębiorstwie: aspekty teoretyczno-praktyczne*, Difin, Warszawa 2011.
- [2] Bitkowska A. (red.), *Zarządzanie procesami biznesowymi w przedsiębiorstwie* Vizja Press & IT, Warszawa 2009.
- [3] Czekaj J. (red), *Zarządzanie procesami biznesowymi: aspekt metodyczny*, Wydawnictwo Uniwersytetu Ekonomicznego w Krakowie, Kraków 2009.
- [4] Czekaj J. (red), *Metody zarządzania procesami w świetle studiów i badań empirycznych*, Wydawnictwo Uniwersytetu Ekonomicznego w Krakowie, Kraków 2009.
- [5] Grudowski P., *Projektowanie, nadzorowanie i doskonalenie systemu jakości według normy PN-*

EN ISO 9001:2009 w oparciu o podejście procesowe z uwzględnieniem specyfiki sektora MŚP.
Ośrodek Doradztwa i Doskonalenia Kadr, Gdańsk 2010.

- [6] Grajewski P. *Procesowe zarządzanie organizacją*, Polskie Wydawnictwo Ekonomiczne, Warszawa 2012.
- [7] Hammer M., *Reinżynieria i jej następstwa*. Wydawnictwo Naukowe PWN, Warszawa 1999.
- [8] Hammer M., Champy J., *Reengineering w przedsiębiorstwie*. Neumann Management Institute, Warszawa 1996.
- [9] Nowosielski S. (red.), *Podejście procesowe w organizacjach*, Wydawnictwo Uniwersytetu Ekonomicznego, Wrocław 2011.
- [10] Łazicki A. (red.), *Systemy zarządzania przedsiębiorstwem: techniki Lean Management i Kaizen*. Wiedza i Praktyka, Warszawa 2011.
- [11] Rummler G.A., Brache A.P., *Podnoszenie efektywności organizacji: Jak zarządzać „białymi plamami” w strukturze organizacyjnej?* Państwowe Wydawnictwo Ekonomiczne, Warszawa 2000.
- [12] Sałaciński T., *SPC statystyczne sterowanie procesami produkcji*, Oficyna Wydawnicza Politechniki Warszawskiej, Warszawa 2016.

SUBJECT SUPERVISOR (NAME AND SURNAME, E-MAIL ADDRESS)

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*delete if not necessary