

**FACULTY OF COMPUTER SCIENCE AND MANAGEMENT****SUBJECT CARD****Name in English:** Process Management**Name in Polish:** Zarządzanie procesowe**Main field of study:** Management**Specialization:** Business Information System (BIS)**Level and form of studies:** 2nd level, full-time**Kind of subject:** obligatory**Subject code:** ZMZ1201W**Group of courses:** NO

	Lecture	Classes	Laboratory	Project	Seminar
Number of hours of organized classes in University (ZZU)	<b>15</b>				
Number of hours of total student workload (CNPS)	<b>60</b>				
Form of crediting	<b>Crediting with grade</b>				
For group of courses mark (X) final course					
Number of ECTS points	<b>2</b>				
including number of ECTS points for practical (P) classes					
including number of ECTS points for direct teacher-student contact (BK) classes	<b>0.5</b>				

\*delete as applicable

**PREREQUISITES RELATING TO KNOWLEDGE, SKILLS AND OTHER COMPETENCES**

1. Basic knowledge of management concepts.
2. Basic knowledge of business and enterprise structures.

**SUBJECT OBJECTIVES**

- C1. The main objective of the course is to familiarize the students with the basic terms and concepts of process management and to present them the knowledge on identification, description, modelling, analysis and evaluation of processes.
- C2. The course introduces also students with the concepts, methods and architectures of process management modelling and implementation of models in organisations.
- C3. The students are expected to develop skills on process identification and design.

**SUBJECT EDUCATIONAL EFFECTS***relating to knowledge:*

- PEK\_W01 - Student knows aims, notations, methods and tools for structuring, modelling and analysis of business processes. Student knows basic approaches for structure and object-oriented modelling in order to analyse organisations and information systems.
- PEK\_W02 - Student knows fundamentals of management problems identification and analysis with business information systems and also is able to formulate requirements for such systems. Additionally student develops basic knowledge for information systems' implementation projects, especially in BPM area.

*relating to skills:*

PEK_U01 -	Student is able to use structure and object-oriented methods and techniques for identification and analysis of business processes in order to specify and design structure and information systems for process-oriented management.
<i>relating to social competences:</i>	
PEK_K01 -	Student is prepared to initiate changes in organisations and to participate in planning and implementation, particularly as regard process management approaches. Student is able to predict multi-aspect effects of changes being introduced in organisations and is able to think and act in an entrepreneur way.

### PROGRAMME CONTENT

Form of classes – lecture		Number of hours
Lec 1	Introductory lecture. Definition of business process. Types of business processes. Functional orientation versus process orientation in management. Evolution of the process management approaches in a history of management.	2
Lec 2	Idea of process orientation in management. Reasons and aims of process management implementation on organizations. Characteristic features of processes in process oriented organizations. Models of process management.	2
Lec 3	Planning the process management implementation. The techniques used to processes design.	2
Lec 4	Measurement and evaluation of processes. Reasons of measuring processes. Selecting a set of process measures. Process monitoring methods and process evaluations methods.	2
Lec 5	Implementing the process management in total quality management organizations.	2
Lec 6	The idea of Business Process Reengineering (BPR).	2
Lec 7	Applying the ideas of lean management, benchmarking and outsourcing in process oriented organizations.	2
Lec 8	Test.	1
	Total hours	15
Form of classes – class		Number of hours
Cl 1		
	Total hours	
Form of classes - laboratory		Number of hours
Lab 1		
...		
	Total hours	
Form of classes - project		Number of hours
Proj 1		
...		
	Total hours	
Form of classes – seminar		Number of hours

Sem 1		
...		
	Total hours	

### TEACHING TOOLS USED

N1. Lecturing with multimedia - computer presentation.

N2. Case studies.

N3. Discussions and comparative study.

### EVALUATION OF SUBJECT EDUCATIONAL EFFECTS ACHIEVEMENT

Evaluation (F – forming (during semester), P – concluding (at semester end))	Educational effect number	Way of evaluating educational effect achievement
P	PEK_W01, PEK_W02, PEK_U01	Final test

### PRIMARY AND SECONDARY LITERATURE

#### **PRIMARY LITERATURE:**

[1] Pietroń, R., *Process management*, Wrocław Univ. of Technolgy, PRINTPAP Łódź 2011.

#### **SECONDARY LITERATURE:**

[1] Bitkowska A., *Zarządzanie procesami biznesowymi w przedsiębiorstwie*, VIZJA PRESS & IT, Warszawa.2009 (in Polish).

[2] Grajewski P., *Organizacja procesowa*, PWE, Warszawa 2007 (in Polish).

[3] Hammer M., Champy J., *Reengineering the Corporation. A Manifesto for Business Revolution*. Jossey-Bass Inc.,Publisher. 1993.

[4] Hammer M., *Beyond Reengineering. How the Process-Centered Organization is Changing our Work and our Lives*. HarperCollins Publishers, Inc., New York 1996.

[5] Jacka, J. M., *Business process mapping: improving customer satisfaction*, New York, John Wiley & Sons.2002.

[6] Kaplan R., S., Norton D.P., *The Balanced Scorecard. Translating Strategy into Action*, Harvard Bus. School Press 1996.

[7] Kasprzak T., (red.), *Modele referencyjne w zarządzaniu procesami biznesu*, Wyd. Difin, Warszawa 2005 (in Polish).

[8] Pacholski L., Cempel W., Pawlewski P., *Reengineering. Reformowanie procesów biznesowych i produkcyjnych w przedsiębiorstwie*, Wyd. Polit. Poznań 2009 (in Polish).

[9] Rummler G.A., Brache A.P., *Improving performance. How to manage the white Space on the Organization Chart*. Jossey-Bass Inc.,Publisher, 1995.

[10] Scheer A.-W., *ARIS - business process modeling*, Springer-Verlag, Berlin, 2000.

[11] Van der Aalst W., et al. (eds), *Business process management: models, techniques, ...*, Springer, Berlin, 2002.

[12] Selected papers from: professional journals: *Business Process Management Journal*, *Journal of Operations and Production Management*”, *Journal of Quality and Reliability Management*”, *The TQM Magazine*, *Quality Progress*.

[13] Scheer A.-W., et al. (eds), *Business process excellence: ARIS in 2002 practice*, Springer-Verlag, 2002.

[14] Weske, M., *Business process management:concepts, languages, architectures*. Springer, Berlin 2007.

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

Roman Pietroń, [roman.pietron@pwr.wroc.pl](mailto:roman.pietron@pwr.wroc.pl)

**MATRIX OF CORRELATION BETWEEN EDUCATIONAL EFFECTS FOR SUBJECT**  
**Process Management**  
**AND EDUCATIONAL EFFECTS FOR MAIN FIELD OF STUDY Management**  
**AND SPECIALISATION Business Information Systems (BIS)**

Subject educational effect	Correlation between subject educational effect and educational effects defined for main field of study and specialization (if applicable)**	Subject objectives***	Programme content***	Teaching tool number***
<b>PEK_W01</b> (knowledge)	K2_ZARZ_W04 S2_BIS_W04 S2_BIS_W05	C1, C2, C3	Lec 1, Lec 2, Lec 3, Lec 4, Lec 5, Lec 6, Lec 7	N1, N2, N3
<b>PEK_W02</b>	K2_ZARZ_W06 K2_ZARZ_W07 K2_ZARZ_W14	C1, C2, C3	Lec 1, Lec 2, Lec 3, Lec 4, Lec 5, Lec 6, Lec 7	N1, N2, N3
<b>PEK_U01</b> (skills)	K2_ZARZ_U15 K2_ZARZ_U16 S2_BIS_U04	C1, C2, C3	Lec 1, Lec 2, Lec 3, Lec 4, Lec 5, Lec 6, Lec 7	N1, N2, N3
<b>PEK_K01</b> (competences)	K2_ZARZ_K05 K2_ZARZ_K06	C1, C2, C3	Lec 1, Lec 2, Lec 3, Lec 4, Lec 5, Lec 6, Lec 7	N1, N2, N3

\*\* - enter symbols for main-field-of-study/specialization educational effects

\*\*\* - from table above