



## COURSE DESCRIPTION CARD - SYLLABUS

Course name

Process Management [N2IZarz1>ZPr]

### Course

Field of study

Engineering Management

Year/Semester

1/2

Area of study (specialization)

Enterprise Resource and Process Management

Profile of study

general academic

Level of study

second-cycle

Course offered in

polish

Form of study

part-time

Requirements

compulsory

### Number of hours

Lecture

8

Laboratory classes

0

Other (e.g. online)

0

Tutorials

0

Projects/seminars

10

### Number of credit points

4,00

### Coordinators

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### Lecturers

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### Prerequisites

Basics of management

### Course objective

to convey the essence and appropriateness of the process approach to management; to understand and acquire competence in applying process management principles and tools

### Course-related learning outcomes

Knowledge:

The student describes in detail the models and methods of standardization of management processes, understanding the diversity of these processes in the organization and their impact on business decisions [P7S\_WG\_02].

The student explains the methodology of business process management and demonstrates its application in the context of different organizational structures [P7S\_WG\_05].

The student defines and describes the internal processes that occur between organizational units, including virtual units, in network organizations [P7S\_WG\_06].

### Skills:

The student applies the theoretical foundations of process management to analyze, design and optimize processes in an organization [P7S\_UW\_01].

The student uses advanced methods and tools to forecast and model organizational processes, demonstrating their application in practice [P7S\_UW\_02].

The student critically evaluates process management methodologies and applies acquired knowledge to innovate and improve processes [P7S\_UW\_03].

The student independently identifies process problems and proposes effective management solutions [P7S\_UW\_04].

The student interprets complex process phenomena and analyzes their impact on organizational effectiveness [P7S\_UW\_06].

The student analyzes and formulates hypotheses on the causes and effects of process phenomena, then verifies them in the context of organization's management [P7S\_UW\_07].

### Social competences:

The student identifies and analyzes cause-effect relationships in organizational processes and responds adequately to the needs of change [P7S\_KK\_02].

The student makes effective substantive contributions to the design and implementation of processes in the organization and manages these processes [P7S\_KO\_01].

The student initiates and manages process improvement activities in the organization [P7S\_KO\_02].

The student plans and manages business processes, guiding the organization towards continuous optimization and improvement [P7S\_KO\_03].

## Methods for verifying learning outcomes and assessment criteria

Learning outcomes presented above are verified as follows:

Wiedza z wykładów jest weryfikowana w trakcie sprawdzianu pisemnego. Sprawdzian pisemny w dwóch wersjach: 1/ 5 pytań otwartych, 2/ 10 pytań testowych wielokrotnego wyboru. Maksymalna liczba punktów = 100. Ocena pozytywna od 65 pkt.

Wiedza z ćwiczeń jest weryfikowana poprzez obronę projektu

## Programme content

Functional and process orientation in organization management, process approach in selected management concepts, definition and generic classification of processes, models and standardization of processes, essence and objectives of process management, methodology of economic process management (safety), identification and mapping of processes, process design and implementation of changes, process management, methods and techniques of process improvement and management, implementation of process approach in the organization, form of process organization

## Teaching methods

1. lecture: Monographic lecture, case studies

2 Exercises: multimedia presentation illustrated with examples given on the board and project execution

## Bibliography

### Basic:

1. Trzcieliński S., Adamczyk M., Pawłowski E., Procesowa orientacja przedsiębiorstwa, Wydawnictwo Politechniki Poznańskiej, Poznań 2013
2. Jeston J., Nelis J., Business Process Management. Practical Guidelines to Successful Implementations, Elsevier, Hungary, 2008
3. Burlton R.T., Business Process Management: Profiting From Process , , Sams Publishing, USA, 2001
4. Adamczyk M., Trzcieliński S., Koordynacja działań przedsiębiorstwa w świetle orientacji procesowej - niektóre wyniki badań empirycznych. w: Nowoczesne przedsiębiorstwo , IIZ PP, Poznań, 2005.
5. Czekał J. (Red.). Zarządzanie procesami biznesowymi. Aspekt metodyczny. Wydawnictwo Uniwersytetu Ekonomicznego w Krakowie, Kraków, 2009.
6. Grajewski P., Organizacja procesowa, PWE, Warszawa, 2007

### Additional:

1. Skrzypek E., Hofman M. Zarządzanie procesami w przedsiębiorstwie. Oficyna a Wolters Kluwer

business, Warszawa, 2010.

2. Adamczyk M., Trzcieleński S., Procesowe kształtowanie struktury organizacyjnej przedsiębiorstwa - niektóre wyniki badań literaturowych, , Zeszyty Naukowe Politechniki Poznańskiej, Organizacja i Zarządzanie, nr 40, Poznań, 2005

3. Hammer M., Champy J., Reengineering w przedsiębiorstwie, Neumann Management Institute, Warszawa, 1996.

### Breakdown of average student's workload

	Hours	ECTS
Total workload	100	4,00
Classes requiring direct contact with the teacher	20	1,00
Student's own work (literature studies, preparation for laboratory classes/ tutorials, preparation for tests/exam, project preparation)	80	3,00