

1. Course information in compliance with the Study Programme of <b>MANAGEMENT</b>									
Course Name: <b>Process Management</b>							Course Code: <b>C11</b>		
Type of studies: <b>Bachelor's Full-time / Part-time</b>				Profile of education: <b>PRACTICAL</b>			Specialization scope: <b>all</b>		
Year: <b>III</b> Term: <b>5</b>				Course /module status: <b>obligatory / field course</b>			Course / module language: <b>English</b>		
Type of classes	Lectures	Practical classes			Total	consultation	ECTS Credits		
		tutorials	laboratory classes	seminars			Classes with lecturer	Independent work of student	Total
Teaching Hours Full time studies	15	-	15	-	30	3	1,2	0,8	2,0
including practical classes	-	-	15	-	20	2	0,6	0,4	1
Teaching Hours Part time studies	10	-	10	-	20	2	0,8	1,2	2,0
including practical classes	-	-	10	-	10	1	0,2	0,8	1
Form of examination	<b>Graded pass / Exam</b>								
Course / module Coordinator	<b>dr Katarzyna Osiecka-Brzeska</b>								
Lecturers	<b>mgr Witold Janicki</b>								
Priority effects of the item specified in the Senate resolution		<b>Z_W04, Z_W07, Z_U03, Z_U06, Z_K03</b>							
2. Lecturer tasks									
<b>Course learning objectives:</b>									
<p>The subject presents a classic and modern approach to process management in an enterprise. The advantages and disadvantages of various methods of managing processes in organizations are presented. The content of the course focuses on: process organization management, process identification and standardization of procedures in the enterprise, process mapping, everyday process management with their measurement, continuous process optimization.</p> <p>The subject helps to recognize and analyze everyday management phenomena in the process organization in order to improve them effectively.</p>									

Subject code	Expected learning outcomes	Reference to learning outcomes for the field of Management
Knowledge		
<b>W_01</b>	Student knows and understands the issues of the role of processes in the management of a modern enterprise at an advanced level.	<b>Z_W04</b>
<b>W_02</b>	Student has advanced knowledge of the competences of managers and entrepreneurs, which determine the effectiveness of their actions in the process-based approach to the enterprise.	<b>Z_W07</b>
Skills		
<b>U_01</b>	Student is able to identify problems in the management of processes, analyze them and develop proposals for solutions with the use of selected methods and tools.	<b>Z_U03</b>
<b>U_02</b>	Student is able to communicate in professional matters with colleagues, contractors, clients and people operating in the environment of the organization using specialized terminology	<b>Z_U06</b>
Social competence		
<b>K_01</b>	Student is ready to perform their professional roles responsibly, including observing the rules of professional ethics and demanding it from others, as well as caring for the achievements and traditions of the profession.	<b>Z_K03</b>
Topics of particular classes with the number of hours		
<p style="text-align: center;"><b>LECTURES</b> (Theoretical classes)</p> <p>1. Introduction - What are business processes? 2h/3h  2. Process approach to the organization (process identification, business maturity models) 2h/3h  3. BPMN modelling 2h/3h  4. Measurement of processes 2h/3h  5. Process optimization (introduction to Lean Management) 2h/3h</p> <p style="text-align: center;"><b>LABORATORY</b> (Practical classes)</p> <p>1. Process standardization 2h/3h  2. Identification of business processes 2h/3h  3. Flow diagram and process map 2h/3h  4. Creating measures in the process 2h/3h  5. Process optimization 2h/3h</p>		

Methods of teaching	Interactive lecture using multimedia; discussion, presentation and analysis of examples				
	Laboratories: work in groups - project implementation, presentation of work results, discussion, designing process maps and process diagrams.				
Literature	1. Grajewk (2012): Procesowe zarządzanie organizacją, PWE. 2. Koźmiński, Jemielniak (2011): Zarządzanie od podstaw, Wolters Kluwer.				
Optional Literature	1. Bitkowska, Kolterman, Wójcik (2011): Zarządzanie procesami w przedsiębiorstwie – Aspekty teoretyczno-praktyczne, Difin. 2. Gawin, Marcinkowski (2013): Symulacja procesów biznesowych. Standardy BPMS i BPMN w praktyce, Onepress. 3. Szczepańska, Bugdol (2016): Podstawy zarządzania procesami, Difin.				
3. Tasks and time of independent student work					
Tasks descriptions		Number of hours		ECTS Credits	
		Full-time	Part-time	Full-time	Part-time
The tasks of theoretical		10	10	0,4	0,4
Analysis of the literature on the subject		4	5	0,4	0,4
Analysis of the content of the presentation		4	3		
Case study analysis		1	1		
Film materials		1	1		
The tasks shaping practical skills		10	20	0,4	0,8
Identification of business processes and planning the development of the process organization		5	10	0,4	0,8
BPMN modeling		3	6		
Planning of process optimization methods		1	2		
Creation of process KPIs		1	2		
TOTAL student workload in hours		20	30	0,8	1,2
4. Methods of verification and documentation of the learning outcomes assessment					
Symbol of learning outcomes	Methods of verification and documentation				
W_01, W_02	Exam and completion of exercises. Literature analysis. Case study analysis.				
U_01, U_02	Exam and completion of exercises. Ability to plan, design and create process management tools.				
K_01	Process manager competencies				
	Basic criteria of assessment:  Interactive lecture using multimedia; discussion, presentation and analysis of examples				

	<p>Laboratories: group work - project implementation, presentation of work results, discussion, designing process maps and process diagrams.</p> <p>Modular grade; laboratories - 40% of the total grade and lecture - 60% of the total grade.</p> <p>Lectures - exam on the moodle platform consisting of 20 closed questions.</p> <p>Laboratories - carrying out specific tasks in groups - the final grade for the exercises is the average of the tasks performed.</p>
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