

Course title: Process management

ECTS credit allocation (and other scores): 3,0

Semester: spring

Level of study: ISCED-7 - second-cycle programmes (EQF-7)

Branch of science: Social sciences

Language: English

Number of hours per semester: 45

Course coordinator/ Department and e-mail: Magdalena Raczyńska, PhD, magda.raczynska@uwm.edu.pl

Type of classes: classes and lectures

Substantive content

CLASSES: Process modeling. Identification and classification of processes by types. Determining process parameters and formulating indicators for their evaluation. Process mapping. Proposing optimization measures for the indicated processes and creating their reference models.

LECTURES: The essence of processes in organizations. Component elements of processes. Designing processes based on selected models. Attributes of processes and parameters of their evaluation. Process mapping (selected notations). Classification of processes in organizations - the essence and selected approaches. The essence of the process approach in organizations. Conditions for the implementation of BPM in organizations. Functional and process orientation in managing organizations. The genesis of process orientation. The essence and models of organizational process maturity.

Learning purpose: Presentation of knowledge in the field of the essence of the concept of BPM and the conditions for its application in organizations. Acquiring the ability to use the concept of process management in organizations in practice.

On completion of the study programme the graduate will gain:

Knowledge: The student has in-depth knowledge of the essence of the BPM concept, the conditions for its application and the benefits of implementing this concept in organizations.

Skills: The student is able to actively participate in a group developing projects based on the use of tools appropriate for the BPM concept and uses its characteristic language.

Social Competencies: The student is able to use the acquired knowledge about the BPM concept in resolving dilemmas arising in the professional work of a manager, incl. through the ability to select and use appropriate tools characteristic of this concept to solve different problems arising in organizations.

Basic literature:

- 1) The content of lectures
 - 2) Skrzypek Elżbieta, Hofman Mariusz, Zarządzanie procesami w przedsiębiorstwie, wyd. Wolters Kluwer, 2010
 - 3) Grajewski Piotr, Organizacja procesowa, wyd. PWE, 2016
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Supplementary literature:

- 1) Piotrowski Marek, Procesy biznesowe w praktyce. Projektowanie, testowanie i optymalizacja, wyd. Helion, 2014
 - 2) Raczyńska Magdalena, Krukowski Krzysztof, Organisational Culture as a Determinant of Business Process Management in the Community Offices in Poland, wyd. Administrative Sciences, 2019, t. 9(4)
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The allocated number of ECTS points consists of:

Contact hours with an academic teacher: 49

Student's independent work: 26