

Course title:	Process Management
Lecturer (s):	Prof. Piotr Senkus/ Bartłomiej Suchodolski, PhD
ECTS Credits:	3
Language:	Polish/English
Semester:	Winter
Duration:	1 semester: 15h - lecture; 15h - classes
Content:	<ol style="list-style-type: none"> 1. Process approach to management. 2. Identification of business processes. 3. The process owners. 4. Models and process mapping. 5. The methodology for process design. 6. Improving business processes. 7. Measurement of process results. 8. Formulating goals and functional requirements for the process. 9. Calculation of process cycles. 10. Designing of information processes. 11. Production processes. 12. Logistics processes. 13. Designing an organization based on processes. 14. Computer-aided process design and process management.
Textbooks:	<ol style="list-style-type: none"> 1. J. Jeston, J. Nelis, <i>Business Process Management</i>, Elsevier, Oxford 2006. 2. S. Conger, <i>Process Mapping and Management</i>, Business Expert Press, New York 2011. 3. G. Born, <i>Process Management to Quality Improvement</i>, John Wiley & Sons, Chichester 1994.