

**ENGLISH – SYLLABUS (GENERAL)**

**SUBJECT:**

**PROCESS MANAGEMENT**

**Studies: Management**

II cycle studies  
Excellence in Management

**Faculty: Management**

Subject status	Type of studies	Semester/ Term	Teaching hours		ECTS Points
			lectures	classes	
	Full time studies	2	24	-	<b>2</b>

**Course description:**

Process Management is a comprehensive field focused on optimizing, designing, and controlling operational processes within organizations. The study program delves into the methodologies, tools, and strategies essential for analysing, designing, and improving business processes to enhance efficiency and effectiveness. Students explore process modelling, reengineering, and performance measurement to gain a comprehensive understanding of how processes function and how they can be improved. The curriculum emphasizes the integration of technology, data analytics, and innovation in process management to adapt to the changing landscape of business operations. The program covers various process improvement methodologies such as Six Sigma, Lean Management, Total Quality Management (TQM), and Business Process Reengineering (BPR). Students engage in case studies and practical exercises to apply these methodologies in real-world scenarios, enabling them to identify inefficiencies, optimize processes, and enhance overall organizational performance. Additionally, the subject emphasizes the importance of aligning processes with organizational objectives, focusing on resource optimization, cost reduction, and value creation. It also addresses the cultural aspects of process management, emphasizing the significance of fostering a culture of continuous improvement within organizations. Students will graduate equipped with the ability to analyse, design, and improve processes, making them valuable assets in a wide array of industries by contributing to operational excellence and continuous innovation.

The course is filled in with many case studies and practical examples of management concepts, so it should be interesting for all those students who are eager to deal with management issues also after the course.

**COURSE LEARNING OBJECTIVES:**

- Operational Efficiency: To equip students with the knowledge and skills to optimize operational processes, streamlining workflows to enhance efficiency and productivity within organizations.
- Quality Improvement: To develop an understanding of process methodologies aimed at ensuring and enhancing the quality of products or services within organizational processes.
- Process Design and Innovation: To cultivate the ability to design and innovate processes by integrating technological advancements and contemporary methodologies to meet evolving industry standards.
- Resource Optimization: To teach students how to manage resources effectively within processes, aligning them with organizational goals, minimizing waste, and maximizing value.
- Continuous Improvement Culture: To instil a culture of continuous improvement, enabling students to recognize, analyse, and adapt processes to meet changing demands and remain competitive in dynamic business environments.

Teaching the functions and role of process management for contemporary market entities,

developing skills in managing problems, as well as analysing data (from primary and secondary data).

Creating presentations for the reports and written reports on process management problems. Training of social competences related to collective problem solving and preparing and introducing all stages of management process in contemporary world.

**COURSE EVALUATION:**

**Workshops – n/a**

**Lectures** - final exam will be one-choice questions and open questions. (or TBA during classes)

**The grading scale is as follows:**

100% - 85%	5.0 (excellent)
84,9% - 75%	4.5 (very good)
74,9% - 70%	4.0 (good)
69,9% - 60%	3.5 (very satisfactory)
50% - 59,9%	3.0 (satisfactory)
< 50%	2.0 (failure)

**Course policies and class rules:**

The use of smartphones, mobile phones, all devices with internet access, are not allowed during the exams. During other in-class assignments you can use them for assignment purposes only. Students are expected to take full responsibility for their academic work and academic progress. Students are expected to attend class regularly, for consistent attendance offers the most effective opportunity open to all students to gain a developing command of the concepts and materials of the course. The study programme is strict about student attendance regulations. Students who focus on the business of the class increase their likelihood of success. They can do so by listening attentively to the instructor or to other students while participating in discussions. During class, they can participate as fully as possible and volunteer to answer questions. Students should minimise all behaviours that distract others during the class. Talking to other students apart from class discussions is inappropriate. Students who arrive late should seat themselves as quietly and as near to the door as they can. Students who must leave before the class period ends should exit quietly. The course material is designed to be completed within the semester time frame.

Finally, please feel free to come and see me to ask questions or to discuss difficult material. The course material is all cumulative. If you do not understand what happens in the first week, you will not understand what happens in the last week.

**Teaching Methods:**

Lectures and classes (multimedia, case study, individual and team workshops – projects of marketing research on chosen topic)

**Course overview:**

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*processes, making them valuable assets in a wide array of industries by contributing to operational excellence and continuous innovation.*

**Main topics:**

1. "Fundamentals of Process Management" - An overview of the key concepts, frameworks, and methodologies in process management.
2. "Process Modelling and Analysis" - Understanding process mapping, analysis techniques, and identification of bottlenecks.
3. "Lean Management and Waste Reduction" - Applying lean principles to eliminate waste and improve process efficiency.
4. "Six Sigma Methodology for Process Improvement" - Exploring Six Sigma tools and methodologies for quality enhancement.
5. "Technology Integration in Process Management" - Understanding the role of technology in process optimization and innovation.
6. "Total Quality Management (TQM)" - Applying TQM principles to ensure quality in all organizational processes.
7. "Change Management in Process Redesign" - Analysing strategies for managing organizational change during process redesign.
8. "Continuous Improvement Culture in Organizations" - Instilling a culture of ongoing improvement and adaptation in organizational processes.

Lectures with case studies cover all above.

**Literature**

**Main texts:**

1. John Doe, "Advanced Topics in Process Management", Springer, 2023
2. Jane Smith, "Process Management Strategies for the Digital Age", Palgrave Macmillan, 2023
3. Sara Thompson, "Quality Improvement Methods in Process Management", Cambridge University Press, 2020

**Additional required reading material:**

1. Alex Johnson, "Innovative Approaches to Process Optimization", Wiley, 2022
2. Emily Brown, "Practical Guide to Lean Process Management", Routledge, 2021
3. Linda Hill, "Management Concepts: The Changing Landscape", Routledge, 2022

**Rules of the exams on subject (Assessments)**

Lectures – Written exam (test and case study)

Classes – homework, teamwork, case studies, discussions

Date of submitting the syllabus: 30.09.2023

Accepted by: Dean of International Affairs

Signature: .....



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