

COURSE SYLLABUS

Course title: Business process management

ECTS: 9

Programme: Management

Level: master

Course purpose: In-depth understanding of process orientation for efficient and effective operations of organizations.

Content (Syllabus outline):

1. Basic concepts in Business Process Management
2. Process orientation and strategic perspectives of business process management
3. The process of strategic planning of business process management
4. Models and measurement of organizational maturity
5. Modelling of strategic and operational business processes
6. Key Performance Indicators and measures, soft factors and continuous improvement of business processes
7. Contemporary approaches and trends of business process management

Intended learning outcomes:

Knowledge and understanding:

Student will:

- understand and evaluate the development of process management and tasks of process holders in organizations,
- identify and assess the importance of the strategic perspective of business process management planning,
- analyse and model strategic and operational business processes,
- compare, select and apply modern approaches to good business process management practice,
- design performance indicators and measures; consider soft factors and continuous improvements to the business processes system.