

<b>Title of the course:</b>	<b>Process Management</b>		
<b>Course ID:</b>	<b>VE-MIT004</b>		
<b>Level of education:</b>	<b>E</b>	<b>Academic semester:</b>	<b>Optional</b>
<b>Professor's name:</b>	<b>Vid S. Dr. HONFI</b>	<b>Academic title: College professor</b>	
<b>Hours per semester:</b>	<b>26</b>	<b>Credits:</b>	<b>4</b>
<b>Exam:</b>	<b>colloquium</b>	<b>Pre-requisites:</b>	

### Aims of the course

Business process management (BPM) is central to how organizations optimize their workflows. BPM ensures efficient operations align with business objectives. We'll learn about methods and tools that help optimize business processes. By the end of the course students will be able to create and optimize business process models and plan projects using optimal tools.

### Course outline

1. Stakeholder Analysis
2. Definition of KPI's
3. Using and making SIPOC models
4. RACI matrix Practical Examples & Project Uses,
5. Description types of Business Process
6. Textual business process description
7. Tabular business process description
8. BPMN specification
9. Using Business Process Modelling Notations
10. Drawing BPM from textual description
11. Drawing simple business process models
12. Drawing complex business process models

### Requirements and assessment

- Completing Homeworks-48% (48 points) Case study submission –52% (52 points)
- There are homework every week (12), Must be uploaded to the Moodle system Deadline is Sunday midnight (23:59) of the given week, Each completed homework is worth 4 points. Everyone has to solve the homework independently.
- Case study should upload to the Moodle system till 16th of May Deadline: 16th of May 2025. 23:59
- Case study can work in teams of a maximum of 3 people. The task is to model a real business process. The completed study must be uploaded as a .pdf document.
- Structure of the case study 1. Specification: presentation of business environment and goals (~2 pages), 2. Presentation of the complex process: using the learned tools (~3-5 pages), 3. Modeling of a selected subprocess (~1 page), 4. Recommendation to optimize the sub-process and its presentation (~3-5 pages), 5. Conclusions, suggestions, evaluation (~1 page).

### Grades:

- <60 points -Insufficient (1)
- 60-70 points -sufficient (2)
- 71-80 points -Medium (3)
- 81-90 points -Good (4)
- >90 points -Distinguished (5)

### Readings

- Bruce Silver: BPMN Quick and Easy Using Method and Style, Cody-Cassidy Press. ISBN: 9780982368169
- Robert Shapiro, Stephen A White, Conrad Bock: BPMN 2.0, Future Strategies Inc. EAN: 9780984976409

– Michael Havey: Essential Business Process Modeling, O'Reilly Media, Inc. ISBN: 9780596008437

