



COURSE TITLE: BUSINESS PROCESS MANAGEMENT

Master course

ECTS credits: 8

Lecturers:

- Prof. dr. sc. Vesna Bosilj Vukšić, Full Professor at Faculty of Economics, University of Zagreb, Croatia
- Dr. Friederike Schröder-Pander, partner at Pro-ActIT, Belgium
- Brina Hribar, Teaching assistant at Faculty of Economics, University of Ljubljana, Slovenia

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Aims of the course:

Organisation can be competitive only when it is capable to adapt to the challenges and opportunities of business environment. Business process management (BPM) is a contemporary management approach focused on aligning organisations with the wants and needs of clients that promotes business effectiveness and efficiency while striving for innovation, flexibility and integration with information technology. Upon completion of this course, students will be able to understand why BPM is important, when and how organisation should use it, critical success factors and to select and use BPM several methods.

Course syllabus:

TH = Teaching Hours

Day 1 Tuesday, July 8 th	Prof. dr. Vesna Bosilj Vukšić <ul style="list-style-type: none">▪ Introduction to BPM (2 TH)<ul style="list-style-type: none">– Business processes: Introduction– Assignment 1– History of BPM▪ Business process modelling methods and tools: an overview (1 TH)<ul style="list-style-type: none">– Business process modeling as a basis for BPM– Assignment 2
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Day 2 Wednesday, July 9 th	Prof. dr. Vesna Bosilj Vukšić <ul style="list-style-type: none"> ▪ Business process modelling methods and tools: BPMN and EPC (1 TH) ▪ Business process modelling, business rules and ERP systems implementation (1 TH) ▪ Simulation modelling and business process analysis (2 TH) <ul style="list-style-type: none"> – Assignment 3
Day 3 Thursday, July 10 th	Prof. dr. Vesna Bosilj Vukšić <ul style="list-style-type: none"> ▪ PC lab (3 TH) – computer lab
Day 4 Monday, July 14 th	Dr. Friederike Schroeder-Pander <ul style="list-style-type: none"> ▪ Holistic view on BPM (3 TH)
Day 5 Tuesday, July 15 th	Dr. Friederike Schroeder-Pander <ul style="list-style-type: none"> ▪ Setting-up a process support organization & Change management (1 TH) ▪ Process improvement methods – overview (2 TH)
Day 6 Wednesday, July 16 th	Dr. Friederike Schroeder-Pander <ul style="list-style-type: none"> ▪ EITHER: Case study (Process modeling & process improvement) (4 TH) <ul style="list-style-type: none"> – Assignment 4 ▪ OR : BPM Game <ul style="list-style-type: none"> – Assignment 5
Day 7 Thursday, July 17 th	Dr. Friederike Schroeder-Pander <ul style="list-style-type: none"> ▪ EITHER: BPM Game <ul style="list-style-type: none"> – Assignment 5 ▪ OR: Case study (Process modeling & process improvement) (4 TH) <ul style="list-style-type: none"> – Assignment 4
Day 8, Monday July 21 st	Brina Hribar <ul style="list-style-type: none"> ▪ The role of organizational culture in BPM (2 TH) <ul style="list-style-type: none"> – Case studies ▪ Projects proposals, discussion (1 TH)
Day 9, Tuesday July 22 nd	Brina Hribar <ul style="list-style-type: none"> ▪ Working on projects (3 TH) – computer lab
Day 10, Wednesday July 23 rd	Brina Hribar <ul style="list-style-type: none"> ▪ Presentations (3 TH)
Day 11, Thursday July 24 th	Brina Hribar <ul style="list-style-type: none"> ▪ Exam

Bibliography:

P. Harmon: Business process change: a guide for business managers and BPM and six sigma professionals, 2nd ed., Elsevier/Morgan Kaufmann Publishers, 2007, and the readings handed out in the class.

Teaching methods:

- Lectures and class discussions
- Case studies
- Computer labs
- Class assignments
- Team projects with presentations

Prerequisites:

Bachelor of Business, Economics, Computer Science, Information Management or similar

Examination methods:

- Class assignments 20%
- Group project 50%
- Final exam 30% (at least 50% of possible points are required)
- Students will be able to get extra point for active participation in the discussions