



Syllabus Course Program



Business process management

Specialty

073-Management

Educational program

Business Administration

Level of education

Masters's level

Semester

2

Institute

Institute of Education and Science in Economics,
Management and International Business

Department

Management (204)

Course type

Selective (Profile training)

Language of instruction

English

Lecturers and course developers

**Pavlo Brin**

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PhD in Economic Sciences, Associate Professor, Professor of Department
of Management

Authored and co-authored over 200 scientific publications. Teaches
courses: "Fundamentals of Management", "Strategic Management",
"Fundamentals of Business Analysis"

[More about the lecturer on the department's website](#)

General information

Summary

The course covers all theoretical aspects of business process management.

Course objectives and goals

- to focus on key elements of business process management;
- to form students' ability to conduct analysis of company's process;
- to form students' skills of independent research of management problems

Format of classes

Lectures, workshops, consultations, self-study. The course ends with a final exam.

Competencies

GC2. The ability to communicate with representatives of other professional groups of different levels (with experts in other areas of knowledge / types of economic activity);

GC7. The ability for abstract thinking, analysis and synthesis.

SC2. The ability to define values, vision, mission, goals and the criteria, which can be used by an organization for choosing directions for future development, to create and implement corresponding strategies and plans

SC4. The ability to efficiently use and develop organizational resources

SC10. The ability to manage an organization and its development

SC2.1. The ability to assess the effectiveness of an enterprise's functional areas and to choose the ways for improving it

SC2.2. The ability to manage an enterprise's business-processes, including the selection of the most efficient supplier either inside or outside the organization.

Learning outcomes

PO03. To design effective management systems for organizations

PO05. To plan an organization's activities from both strategic and tactical perspectives

PO06. To possess the skills in making, justifying, and ensuring the implementation of managerial decisions under unpredictable conditions, taking into account the requirements of the current legislation, ethical considerations and social responsibility

PO2.1. To be able to assess the effectiveness of functional areas of an enterprise

PO2.2. To be able to assess the efficiency of business processes of an enterprise and to select the most efficient supplier either within or outside the organization

PO2.3. To be able to manage an enterprise's business processes on the basis of the TQM principles

Student workload

The total volume of the course is 120 hours (4 ECTS credits): lectures - 16 hours, workshops - 32 hours, self-study - 72 hours.

Course prerequisites

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Features of the course, teaching and learning methods, and technologies

Interactive lectures with presentations, discussions, workshops, project-based learning, teamwork, gamification, case studies

Program of the course

Topics of the lectures

Lecture 1	Introduction to Business Process Management
Lecture 2	Essential Process Modeling
Lecture 3	Process Discovery
Lecture 4	Qualitative Process Analysis.
Lecture 5	Quantitative Process Analysis
Lecture 6	Process Redesign
Lecture 7	Process-Aware Information Systems
Lecture 8	Process Monitoring.

Topics of the workshops

Workshop 1	Ingredients of a Business Process. Origins and History of BPM.
Workshop 2	The BPM Lifecycle .
Workshop 3	Process Architecture
Workshop 4	Advanced Process Modeling
Workshop 5	Process Modeling Method
Workshop 6	Process Model Quality Assurance
Workshop 7	Qualitative Process Analysis
Workshop 8	Stakeholder Analysis and Issue Documentation.
Workshop 9	Quantitative Process Analysis
Workshop 10	Product Versus Process Innovation
Workshop 11	Types of Process-Aware Information Systems
Workshop 12	Process Implementation with Executable Models
Workshop 13	Automated Process Discovery
Workshop 14	Process Performance Mining

Topics of the laboratory classes

This course does not include laboratory classes.

Self-study

Reading cases and preparing for class discussions; assignments on data analysis

Course materials and recommended reading

- 1 Wil, V. D. A., Desel, J., & Oberweis, A. (Eds.). (2013). Business process management: models, techniques, and empirical studies. Springer. <https://cutt.ly/0wCjZglh>
- 2 Becker, J., Kugeler, M., & Rosemann, M. (2003). Process Management: a guide for the design of business processes: with 83 figures and 34 tables. Springer Science & Business Media. <https://cutt.ly/twCjZB7j>
- 3 Jeston, J., & Nelis, J. (2014). Business process management. Routledge. <https://cutt.ly/uwCjCnyS>
- 4 Bhandari A., & Verma, P. Strategic management: Conceptual framework. McGraw Hill <https://cutt.ly/gEL06yB>
- 5 Andersen, TJ (2013). Short introduction to strategic management. Cambridge University Press. <https://cutt.ly/BEL2uxc>
- 6 Gupta, V., Gollakota, K., & Srinivasan, R. (2007). Business policy and strategic management: Concepts and applications. PHI Learning Pvt. Ltd. <https://cutt.ly/REL2n2w>
- 7 Brin, P & Nehme, M (2019) Corporate Social Responsibility analysis of theories and models, Eureka Social and Humanities, 22–30. <https://cutt.ly/PEZTrxH>
- 8 Brin P., Prokhorenko O., Nehme M., Trabulsi H. (2020) Strategic Contribution of a Business Process to Company's Performance. Journal of Information Technology Management, 12 (3), 82–99 <https://cutt.ly/tEZTEyr>
- 9 Management (2019) Krasnokutskaya NS, Linkova OY, Nashchekina OM etc. Kharkiv: 2019. 232 p.
- 10 Krasnokutskaya NS (2017) Strategic management: a textbook for students of economic specialties / NS Krasnokutskaya, IA Kabanets Kharkiv: NTU "KhPI", 2017. 460 p.
- 11 Thompson, A. A., Strickland, A. D. (2012). Strategic management. The art of strategy development and implementation

Assessment and grading

Criteria for assessment of student performance, and the final score structure

- 100% Final grade as a result of
- final exam (30 %)
 - a multiple choice test (20%)
 - an individual written assignment and its presentation in class (25%);
 - continuous assessment: participation in class discussions (can be substituted by written assignments) (25 %)

Grading scale

Total points	National	ECTS
90–100	Excellent	A
82–89	Good	B
75–81	Good	C
64–74	Satisfactory	D
60–63	Satisfactory	E
35–59	Unsatisfactory (requires additional learning)	FX
1–34	Unsatisfactory (requires repetition of the course)	F

Norms of academic integrity and course policy

The student must adhere to the Code of Ethics of Academic Relations and Integrity of NTU "KhPI": to demonstrate discipline, good manners, kindness, honesty, and responsibility. Conflict situations should be

openly discussed in academic groups with a lecturer, and if it is impossible to resolve the conflict, they should be brought to the attention of the Institute's management.
Regulatory and legal documents related to the implementation of the principles of academic integrity at NTU "KhPI" are available on the website: <http://blogs.kpi.kharkov.ua/v2/nv/akademichna-dobrochesnist/>

Approval

Approved by

Date, signature

Head of the department
Olena PROKHORENKO

Date, signature

Guarantor of the educational
program
Pavlo BRIN