**Table 5.2** Specification of subjects

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| **Study program:** Advanced Data Analytics in Business | | | | |
| **Name of the subject: Business process management** | | | | |
| **Teacher(s):** Marija Radosavljević | | | | |
| **Status of the subject:** elective | | | | |
| **Number of ECTS credits: 7** | | | | |
| **Conditions:** None | | | | |
| **Subject goal**  Business process management is a discipline of recent date, intended for managers who will direct the business of a company in a dynamic environment. The goal of the course is to show the importance of process orientation, but also acquisition of knowledge from the business processes management field, study of methods and techniques of business process management, training students to apply the knowledge acquired through the application and dealing with specific problems in economic practice. | | | | |
| **Outcome of the subject**  Students will be able to:   * identify the key business processes, links between them, as well as to monitor business processes as a link between organizational units based on an understanding of the principles and elements of business processes; * identify the causes of problems, inconsistencies and inefficiencies of business processes, through methods of observation, data collection and analysis; * use tools for analysis and optimization of business processes, as well as for the application of modern business process management (SAP, Balance); * apply modern models and methods to increase the efficiency of business processes. | | | | |
| **Subject content**  *Theory*  The concept of process orientation; Definition and characteristics of business processes; Elements and principles of business process management; Business process management phases; Structuring business processes; Social networks as a prerequisite for the functioning of business processes; Implementation of modern applications for business process management (SAP, Balance); Business process management maturity model.  *Practical learning*  Analysis of the case studies in the field of business process management, solving problems based on hypothetical examples, students’ discussions, visiting enterprises to learn about the way of functioning of modern applications and applicability of certain tools (SAP, Balance), Individual and group presentations of specific topics, solving tasks by using appropriate applications (SAP, Balance) in the Laboratory for Operations Management. | | | | |
| **Literature**   1. Chang, J. F. (2016). *Business process management systems: strategy and implementation*. Auerbach Publications (Chapter 1). 2. Jeston, J. (2014). *Business process management: practical guidelines to successful implementations*. Routledge. (Chapters 1-4). 3. Dumas, M., La Rosa, M., Mendling, J., & Reijers, H. A. (2013). *Fundamentals of business process management*. Heidelberg: Springer. 4. Sproull, B. (2019). *Theory of Constraints, Lean, and Six Sigma Improvement Methodology: Making the Case for Integration*. Productivity Press. | | | | |
| **Number of active teaching classes** | **Theoretical teaching:** 30 | | **Practical teaching:** 45 | |
| **Method of carrying out the teaching**  Interactive lectures and exercises in the computer classroom. | | | | |
| **Evaluation of knowledge (maximum number of points 100)** | | | | |
| **Pre-exam obligations** | points | **Final exam** | | points |
| Activity during lectures | 10 | Written exam | | 0 |
| Practical teaching | 10 | Oral exam | | 50 |
| colloquium | 20 | Project presentation | | 0 |
| Seminar(s) | 10 | **Total** | | **100** |