

Management of Business Processes

<i>Name of the subject:</i> Management of Business Processes - PhD	<i>SUBJECT code:</i> DIM1UPP	Weekly hours: 6+4=10	Credit: 15
<i>Subject leader:</i> Prof. Dr Snežana Urošević Doc. Dr Milica Arsić	<i>Academic Degree:</i> PhD degree	Prerequisites: knowledge from the field of organizational sciences and management	

Purpose Acquiring knowledge for understanding the importance of business processes and their successful management.

Course description: Business process management is a discipline that uses different methods to model, analyze, measure, improve and optimize business processes. This course provides an overview and discussion of the principles, concepts and techniques required to transform organizational structure from a traditional, functional organization to a process organization. The course introduces a systematic approach and comprehensive methodology for planning, monitoring and managing business process performance and for redesigning and improving specific processes.

Schedule

Weeks	Topics
1.	Introduction to Business Process Management
2.	Processes and organizational structure; types of processes
3.	Process life cycle
4.	Process-oriented organization-Process organizations
5.	The concept of the system. System business process
6.	Productivity and efficiency of the organization
7.	Business processes management-experiences and trends
8.	Analysis and modeling of business processes
9.	Methods of business process management.
10.	Business Process Management Tools
11.	Business Processes Management and Quality Management:
12.	Strategic management of business processes
13.	Business processes and human resources in complex business systems.
14.	The role of managers in the process organization.
15.	Business Process Reengineering

Final grade:

20pt seminar project+40pt test+40pt final exam ((<51pt fail; 51-60 grade 6; 61-70 grade 7; 71-80 grade 8; 81-90 grade 9; 91-100 grade 10)

Compulsory literature:

1. Урошевић, С., Николић Р., Производно-пословни системи, Дон Вас, Београд, 2012.
2. Olof Rentzhorg, Temelji preduzeća sutrašnjice, Procesima usmerena poslovna filozofija, Prometej, Novi Sad, 2000 god.
3. Bosilj-Vukšić, V., Hernaus, T., Kovačić, A., Upravljanje poslovnim procesima: organizacijski i informacijski pristup, Školska knjiga, Zagreb, 2008.
4. Harmon, P., Business Process Change, A Guide for Business Managers and BPM and Six Sigma Professionals, Morgan-Kaufmann, Burlington, 2007.
5. Jeston, J., Nelis, J., Business Process Management, Practical Guidelines to Successful Implementation, Butterworth-Heinemann, London, 2008.
6. Becker, J., Kugeler, M., Rosemann, M., Process Management: A Guide for the Design of Business Processes, Springer, Berlin, 2003.
7. Burlton, R., Business Process Management: Profiting From Process, Sams, Indianapolis, 2001.
8. Mathias Weske, Business Process Management: Concepts, Languages, Architecture, Springer-Verlag, 2007.

Supplemental literature:

Articles from international journals