



## Syllabus of Module

# 7. Process Management

**Lecturer: PhDr. Ing. Petr Mašín, Ph.D., DBA**

### Module Annotation

The student will gain competences in preparation for the application of process management models. The content of the course is an introduction to process management, basic concepts, the definition and characterisation of the terms “process” and “process management”, the breakdown of processes, comparison of functional and process approach to management, positives and negatives of process management, the reengineering of business processes, the relationship between the concepts of process management and process control, process management in relation to project management and basic information from the field of quality management and change management, including analytical processes. The module will also address the issues of roles in process management, process and functionally managed organisations, people and culture in process management, processes and system integration.

The aim of the course is to introduce the issues of process management, to familiarise the student with the principles of process management and to create prerequisites for mastering the basics, principles, methods and techniques of process management, process change management, the analysis and the basics of quality management.

### Module Objective

The module introduces the essence and importance of process management in the corporate environment.

The aim is the following:

- to explain the main concepts of process management,
- to explain the process steps, design principles and related analytical methods.
- to define the basic concepts of quality management, process modelling, creation and reading of process maps.
- to analyse the basic structure of company processes and then build on them by redesigning and reengineering processes,
- to apply basic analytical methodologies for internal and external analysis of the company and respond to these findings with change processes and set new process performance parameters,
- to monitor and measure process performance.

## Literature

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