



Syllabus of Module

6. Process Management

Lecturer: Ing. et Ing. Josef Ulrich, MBA

Module Annotation

The activities of all enterprises depend on the processes that take place in them. The fact that many different processes are repeated in the company every day does not mean that the company is procedurally managed. What is (and is not) the process control you will learn in this module, the structure of which is as follows:

- o Principles and terminology of the procedural procedure
- o Procedure for the implementation of the procedure
- o Practical exercise – process mapping procedure
- o Process changes
- o Process performance measurement

Module Objective:

The aim of the module is to understand the essence of process management and process-controlled organisation. In order to understand this essence, it is necessary to become acquainted with the principles and terminology of process management, the method of

describing processes, their improvement and, last but not least, the measurement of process performance. Because what we don't measure, we don't direct.

Literature

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2. ŘEPA, Václav. Procesně řízená organizace. Prague: Grada, 2012. Management v informační společnosti. ISBN 978-80-247-4128-4.
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4. SMÍDA, Philip. Zavádění a rozvoj procesního řízení ve firmě. Prague: Grada, 2007. Management v informační společnosti. ISBN 978-80-247-1679-4.