Tárgytematika / Course Description

Process Management

KGNM_MMTA012

Tárgyfelelős neve / Teacher's name: dr. Süle Edit

Félév / Semester: 2022/23/2

Beszámolási forma / Assesment: Vizsga

Tárgy heti óraszáma / Teaching hours(week): 2/0/0

Tárgy féléves óraszáma / Teaching hours(sem.): 0/0/0

OKTATÁS CÉLJA / AIM OF THE COURSE

The aim of this course is to establish the process based approach and problem solving by providing students theoretical and practical experience in the field of operations management. During the course students learn a variety of lean, agile and quality improvement methods for broadening the set of methodology, in order to manage and/or redesign of supply chain and operations processes. The course presents state-of-the art scientific sources, best practices by guest lecturers from business sector and practical examples, company cases for discussion. During the course an active involvement is demanded from students, allowing them to learn not only from the lectures, but also from each other.

The course is designed

To consider the organization in its wider context;

- To understand the interaction of internal/external process structure and operation.
- To identify and examin of SC (Supply Chain) and company processes, i.e. how inputs on the supply side can be managed and improved, and on the demand side how customers, and customer demands can be understood and satisfied in an effective way.
- To learn methodologies, concepts, technics, tools and methods provide solutions how industrial and service value-added business processes can be created, measured, evaluated and improved in lean or agile environment.
- To know innovative technologies applied in industry 4.0, to improve visibility and efficiency of SC material and information processes.

TANTÁRGY TARTALMA / DESCRIPTION

Topics to be covered week by week (the order of the topics can be subject of change)

Period	Topic

week 1	Introduction to Process Management. Linkage between Operations and Process Management. Key Terms of Process Management.
week 2	Operations Strategy as a Competitive Advantage. Developing Operations Strategy. Sustainability.
week 3	Process performance indicators. Performance evaluation.
week 4	Process Analysis. Process Mapping.
week 5	Designing Business Processes. Efficiency, effectivity, productivity.
week 6	Process improvement. Kaizen. Reengineering.
week 7	Developing lean and/or agile operations. Wastes. Responsiveness.
week 8	Lean tools and methods. Agile tools and methods.
week 9	Quality management.
week 10	Managing projects. Tools and technics.
week 11	Industry 4.0 opportunities. Elements and operations of innovative processes.
week 12	Operations improvement by i4.0 methods.
week 13	History and methods of automatic product identification. Blockchain.
week 14	Smart solutions. Smart factory. Smart supply chain.

SZÁMONKÉRÉSI ÉS ÉRTÉKELÉSI RENDSZERE / ASSESMENT'S METHOD

Semester work:

Active participation in class and/or small group discussions. Class attendance will not be systematically registered; however, attendance is recommended on the lessons. During the semester guest lecturers deliver practice based presentations. Dates of

guest lectures will be announced in the first lesson and seen on moodle.

Based on two midterm quizzes offered grade can be achiavable by minimum of 51 % per quiz. Date and other details of quizzes are available on moodle. Learning materials and sample questions are available on moodle.

Evaluation:

Without an offered grade the course can be completed by the requirements of a written exam. The exam questions are based on theoretical and practical topics with calculations related to process indicators including the topics of guest lectures.

Grades:

0 - 50 %	fail
51 - 66 %	pass
67 - 79 %	satisfactory
80 - 89 %	good
90 - 100 %	excellent

KÖTELEZŐ IRODALOM / OBLIGATORY MATERIAL

Teaching material

Teaching materials synthesizing the topics discussed in class will be distributed via the online platform moodle (szelearning.sze.hu).

Required reading:

Learning materials on moodle and lecture presentations.

Recommended reading:

1. Bamford, D.- Forrester, P.: Essential Guide to Operations Management: Concepts and Case Notes. Whiley, 2010.
2. Slack, N. Brandon-Jones, A.: Operations and Process Management. Global Edition, Pearson, 2021..
3. Stevenson, William J.: Operations Management: Theory and Practice, 11th Edition, McGraw.Hill. 2012.
4. Johnson, R.- Clark, G.: Service operations management: improving service delivery, FT Prentice Hall; London. 2012.

5. Heizer, J.- Render, B.- Munson, C.: Operations Management. Pearson, Twelfth Edition, 2017.

Students are recommended to study the recommended reading and materials distributed through the online platform, also attend the lectures; It is possible that not all the arguments constituting the course program are covered in class; students are required to study individually these subjects.