



Course syllabus

Verksamhetsutveckling Business Process Management

MTTN60, 7,5 credits, A (Second Cycle)

Valid for: 2023/24

Faculty: Faculty of Engineering, LTH

Decided by: PLED I

Date of Decision: 2023-04-14

General Information

Elective Compulsory for: MLOG1

Elective for: I4-ai, I4-lf, M4-lp, MD4

Language of instruction: The course will be given in English

Aim

The overall purpose of the course is to give the student tools and methods as well as principles, concepts and visionary perspectives within the subject area Process Orientation and Development. Through the understanding, skills and attitude development obtained, a foundation is provided for future active participation in process orientation - an increasing characteristic of industry and public sector organizations.

Learning outcomes

Knowledge and understanding

For a passing grade the student must

- understand and be able to explain what is meant by process orientation and development and what distinguishes this concept from the traditional hierarchical and function oriented business organization
- be able to describe and explain how and why the subject area has developed
- be able to describe and explain different tools, methods and principles and how they are used in a process context
- be able to describe how processes are developed/changed

Competences and skills

For a passing grade the student must

- independently or in a group be able to identify and map processes - at the “correct” level of detail
- be able to realize the importance of process based performance measurement systems and to suggest KPI
- be able to communicate and discuss the results with different types of stakeholders

Judgement and approach

For a passing grade the student must

- be able to question the traditional function oriented paradigm and to be able to view an organization from a process oriented horizontal approach instead of from a traditional vertical perspective. This implies that the student is able to identify key processes with the help of knowledge, skills and understanding developed in the course - regardless of the existing organizational form in the particular organization
- be able to identify, map, analyze and measure processes
- be able to analyze, revise and develop processes

Contents

Driving forces for process orientation and development. Processes and the process concept. Process oriented organizations. Customers and customer satisfaction. Identifying and mapping processes. Measurement system for processes. Analysis and development of processes. Business development and change methods with a process paradigm (e.g. tqm, lean, six sigma, pbr). Business Process Management. Cross-organisational processes. Past, present and potential future developments in the field (e.g. sales and operations planning, cross-functional integration).

Examination details

Grading scale: TH - (U,3,4,5) - (Fail, Three, Four, Five)

Assessment: To qualify for a final grade the student must have completed the compulsory assignments (e.g. project and case studies) and pass the written examination. Compulsory attendance may occur in certain parts. The examiner, in consultation with Disability Support Services, may deviate from the regular form of examination in order to provide a permanently disabled student with a form of examination equivalent to that of a student without disability.

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Parts

Code: 0116. **Name:** Process-based Business Development.

Credits: 5. **Grading scale:** UG. **Assessment:** Passed written examination. **Contents:** Covers literature, lectures and cases.

Code: 0216. **Name:** Assignments.

Credits: 2,5. **Grading scale:** UG. **Assessment:** Satisfactorily carried out assignments such as case studies and project. **Contents:** A number of case studies is included in the course. The course also includes a significant group project.

Admission

Admission requirements:

- MMTN31 Sustainable Manufacturing Systems or MTTF01 Logistics or MTTF25 Fundamentals of Logistics and Operations Management

Assumed prior knowledge: Knowledge and skills from basic mandatory courses including applied courses.

The number of participants is limited to: 60

Selection: Completed university credits within the programme. Priority is given to students enrolled on programmes that include the course in their curriculum.

The course overlaps following course/s: MTTN30, MTT230, MTTN05

Reading list

- Articles and other material.

Contact and other information

Course coordinator: Dag Näslund, dag.naslund@tlog.lth.se

Course homepage: <http://www.tlog.lth.se>

Further information: The course is recommended after 150 earned ECTS credit points. Participation is mandatory for the first session. Absence from the first class session will result in an automatic drop from the course.