Prozessmanagement

Winter

(engl. Process Management)

Modulnummer: FIN-INF-102624

Kürzel	CP	Semester	Fachsem.	Dauer	Sprache	Niveau
PZM	6	Winter	ab 1.	1 Semester	deutsch	Master

Link zum LSF:	LSF
Zugang beschränkt:	
Verantwortung:	Hans-Knud Arndt
Dozent:in:	Hans-Knud Arndt
Lehrveranstaltungen:	• Vorlesung *Prozessmanagement* • Übung *Prozessmanagement*
Verwendbarkeit:	- M.Sc. INF: Informatik - M.Sc. WIF: Wirtschaftsinformatik - M.Sc. DKE: Applied Data Science

Angestrebte Lernergebnisse:
The students ...

- develop an understanding of how processes influence aspects of customer orientation, productivity and the value of an organization
- know methodical approaches for analyzing and optimizing processes
- know methodical approaches for measuring process performance
- know methodical approaches for the introduction of process management in organizations

Inhalt:

- Basics of process management
- Procedure concept for the introduction of process management

- Methods for process identification and process implementation
- Process controlling
- Methods for process improvement and process renewal
- Customer relationship management
- Supply chain management
- Product lifecycle management

Arbeitsaufwand:
Attendance times:

- SWS lecture = 28h
- 2 SWS exercise = 28h

Independent work:

- Preparation and follow-up of lecture Development of solutions for the exercise 124h

180h = 4 SWS = 56h attendance time + 124h independent work

Prüfungsvorleistungen:	**Studien-/Prüfungsleistungen:**	**Lehrform / SWS:**
Successful completion of the semester assignment enables students to take part in the oral examination	Oral examination	• 2 SWS Lecture • 2 SWS Exercise

Voraussetzungen nach Prüfungsordnung:	**Empfohlene Voraussetzungen:**
none	Knowledge of methods and tools in the field of management information systems (z.B. durch Veranstaltung: Einführung in Managementinformationssysteme)

Medienformen:	**Literatur:**
	See http://bauhaus.cs.uni-magdeburg.de

Hinweise:

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