## Managing Business Processes

<table>
<thead>
<tr>
<th>Kennnummer</th>
<th>Workload</th>
<th>Credits/LP</th>
<th>Studiensemester</th>
<th>Häufigkeit des Angebots</th>
<th>Dauer</th>
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<tbody>
<tr>
<td>35MB30002</td>
<td>180 Std.</td>
<td>6</td>
<td>2</td>
<td>Each semester</td>
<td>1 Semester</td>
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</tbody>
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### 1 Lehrveranstaltungen

<table>
<thead>
<tr>
<th>Sprache</th>
<th>Kontaktzeit</th>
<th>Selbststudium</th>
<th>Geplante Gruppengröße</th>
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<tbody>
<tr>
<td>a) English</td>
<td>22.5 Std.</td>
<td>a) 67.5 Std.</td>
<td>a) 15</td>
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<tr>
<td>b) English</td>
<td>11.25 Std.</td>
<td>b) 78.75 Std.</td>
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<tr>
<td>a) Operations and Supply Chain Management</td>
<td>a) English</td>
<td>22.5 Std.</td>
<td>a) 67.5 Std.</td>
<td>a) 15</td>
</tr>
<tr>
<td>b) Process Analysis and Design</td>
<td>b) English</td>
<td>11.25 Std.</td>
<td>b) 78.75 Std.</td>
<td>b) 15</td>
</tr>
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### 2 Lernergebnisse/Kompetenzen

**Wissen (1)**
- ... process types, categories and process hierarchy.
- ... the general structure of production systems and main business processes determining Operations and the necessity for improvement.

**Verständnis (2)**
- ... the definition and construction of macroeconomic indicators used to assess the macroeconomic and business environment of a country.
- ... procedures and methods regarding forecasting, locational decisions, product design, purchasing, operations and logistics, Lean Production and Quality Management.
- ... the major business processes (process types and hierarchy, process elements, flow of material and information,...) related to Operations and different approaches and methods for optimization of the above mentioned major business processes.

**Anwendung (3)**
- ... use the different approaches and methods for managing and measuring business processes.
- ... apply different procedures and methods regarding forecasting, locational decisions, product design, purchasing, operations and logistics, Lean Production and Quality Management.

**Analyse (4)**
- ... business processes, process indicators and weaknesses in business processes.
- ... the results of applying the above mentioned procedures and tools.

**Synthese (5)**
- ... interpret and combine different sets of information provided by various indicators in order to derive a final conclusion.
- ... define areas for improvement and set-up appropriate approaches for improvement to redesign business processes, operations and logistics.

**Evaluation / Bewertung (6)**
- ... evaluate and critically reflect different possible findings and to select the most successful ones.
### Inhalte

**a) - Introduction** (some definitions, importance of production and Operations Management (OM), history of OM, critical areas and trends in OM, characteristics of goods and services,...)
- forecasting (forecasts and its use, qualitative and quantitative methods like e.g. composite sales force, Delphi, moving-averages, linear and non-linear regression, exponential smoothing, MAD, MSE,...)
- Locational Strategy (Strategic process, triggers for locational decisions, decision process, methods for locational planning like e.g. factor-rating, centre-of-gravity, locational break-even-analysis, transportation models)
- Product Design (product development processes and their inputs/outputs, Simultaneous Engineering, Prototyping,...)
- Purchasing (purchasing processes and their levers for improvement, supply strategies like multiple- and single-sourcing, global sourcing, forward sourcing, fixed-quantity and fixed-period models, Economic Order Quantity,...)
- Operations and Logistics (trends in production like automation,
- Lean Production (types of waste, indicators for waste, principles, Value Stream Analysis,...)
- Quality Management (international quality standards and regulations, Quality Assurance and Quality Management, Quality Management systems like EN ISO 9001 and EFQM, Total Quality Management (TQM),...)

**b) - Processes and organizational structures** (types of processes, process hierarchy, necessity for process improvement,...)
- Business Process analysis and reengineering (Little`ｓ Law, Process Costing, Quality, Theory of constraints, bottleneck analysis,...)
- Business Processes Management (Projects, indirect processes, key performance indicators,...)
- industrial vs. service processes

### Lehrformen

**a) Lecture / Seminar**
**b) Seminar**

### Teilnahmeveraussetzungen

Successful completion of lectures:
- Managerial Economics
- Financial Accounting
- Quantitative Tools

### Prüfungsformen

Modulprüfung Managing Business Processes 1K (Written Exam) (6 LP)

### Verwendung des Moduls

International Business Management M.BA (MBA)

### Modulbeauftragte/r und hauptamtlich Lehrende

Prof. Dr. Wolf-Dietrich Schneider (Module Responsible)
<table>
<thead>
<tr>
<th>9</th>
<th>Literatur</th>
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