

SUBJECT TEACHING GUIDE

790 - Process Management

Master's Degree in Business Administration

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Academic year 2023-2024

1. IDENTIFYING DATA					
Degree	Master's Degree in Business Administration Master's Degree in Business Administration			Type and Year	Compulsory. Year 1 Compulsory. Year 1
Faculty	Faculty of Economics and Business Studies				
Discipline	Obligatory Subjects				
Course unit title and code	790 - Process Management				
Number of ECTS credits allocated	2,5	Term	Semester based (2)		
Web					
Language of instruction	Spanish	English Friendly	No	Mode of delivery	Face-to-face

Department	DPTO. ADMINISTRACION DE EMPRESAS				
Name of lecturer	ANA MARIA SERRANO BEDIA				
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Other lecturers					

3.1 LEARNING OUTCOMES	
- Knowledge of the main characteristics associated with current approaches and techniques aimed at increasing productivity in the operating environment : just-in-time, lean production, reengineering, kaizen	
- Ability to apply process design and process analysis tools: process maps, flowcharts...	
- Ability to establish and analyse process control indicators	
- Knowledge of some tools aimed at implementing continuous improvement: seis sigma	

4. OBJECTIVES

Identifying and distinguishing the current approaches that co-exist in the operations management field in order to improve companies' competitiveness

Provide students the skills and knowledge required for designing, analysing and transforming processes

Provide students with the skills and knowledge required for implementing continuous improvement tools

6. COURSE ORGANIZATION

CONTENTS

1	Competitiveness and production system. Approaches and techniques to increase productivity in the productive environment. Comparison among the different approaches.
2	Processes: concept, types and visual representation. Process management implementation. Design and analysis tools.
3	Process evaluation and control. Continuous improvement techniques.

7. ASSESSMENT METHODS AND CRITERIA

Description	Type	Final Eval.	Reassessn	%
Description. Individual exam	Written exam	Yes	Yes	40,00
Description. Case study (in groups)	Work	No	Yes	20,00
Individual activities	Work	No	Yes	30,00
Oral presentations	Oral Exam	No	Yes	10,00
TOTAL				100,00

Observations

Passing this module requires to get a minimum of 5 over 10 in the final mark, as well as to obtain the minimum qualification required in those evaluation activities that impose such restriction.

Observations for part-time students

Part-time students could pass the module by doing a theoretical-practical written examen. This exam will have a 100% weight in the final mark. In order to pass the module, students should obtain a minimum of 5 over 10 in the exam. Alternatively to the opportunity in the ordinary examination, part-time students may chose to do the mid-term exams and continuous assessment activities as full-time students. In this case, the mark obtained in mid-term exams and continuous assessment activities will be maintained for the extraordinary examination (as full-time students). The final exam in the extraordinary examination will be the same day of the full-time students' exam.

8. BIBLIOGRAPHY AND TEACHING MATERIALS

BASIC

Albizu, E. (2004): Reingeniería y cambio organizativo: teoría y práctica. Prentice Hall, Madrid

Fernandez, M. A. (2003): El control, fundamento de la gestión por procesos y la calidad total. ESIC editorial, Madrid

Santos, S., Wysk, R. A. y Torres, J. M. (2010): Mejorando la producción con lean thinking. Pirámide, Madrid

Womack, J. P. y Jones, D. T. (2005): Lean thinking. Como utilizar el pensamiento lean para eliminar los despilfarros y crear valor en la empresa. Gestion 2000, Barcelona

Cuatrecasas, L. (2010): Lean management. La gestión competitiva por excelencia. Ed. Profit

Valderrey Sanz, P. (2010): Seis Sigma. Starbook, Madrid

De Benito, C. M. (2000): La mejora continua en la gestión de calidad. Seis Sigma, el camino para la excelencia. Economía Industrial, 331: 59-66

Avella Camarero, L. (2005): Is agile manufacturing a new production paradigm? Universia Business Review-Actualidad Económica.

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