

Lecture topics:

1. The essence of business process management and its particular phases.

<https://www.heflo.com/blog/process-mapping/examples-of-process-mapping-diagrams/>
<https://www.youtube.com/watch?v=UhyoIRbkXrQ>

2. Concepts of Managerial Thinking.

<https://www.mindtools.com/pages/article/henri-fayol.htm>
<https://www.youtube.com/watch?v=90qpziPNRnY>

3. Strategy, strategic goals. BSC.

<https://rapidbi.com/writeamissionstatement/>
Business process reengineering – Strategic management
<https://pdfs.semanticscholar.org/c790/28e18c12be231acbdda3fef5855a6f8224d7.pdf>
<http://academics.epu.ntua.gr/LinkClick.aspx?fileticket=KZUalcAo8iw%3D&tabid=930&>

4. Business model and value management.

<https://expertprogrammanagement.com/2018/10/business-model-canvas-explained/>
<https://www.youtube.com/watch?v=QoAOzMTLP5s>

5. Principles of process management.

<https://global.kyocera.com/inamori/management/amoeba/>

6. Methods of mapping and process control.

Enterprise model

<https://modernirizeni.ihned.cz/c1-14483660-systemove-modely-rizeni-vykonnych-organizaci>
http://shodhganga.inflibnet.ac.in/bitstream/10603/97739/10/10_chapter%202.pdf

SIPOC

<https://www.isixsigma.com/tools-templates/sipoc-copis/sipoc-diagram/>

Pool and Lane diagram

<https://knowhow.visual-paradigm.com/business-process-modeling/pool-and-lane/>
<https://www.signavio.com/post/bpmn-pools-and-lanes/>
<https://camunda.com/bpmn/examples/>
<https://camunda.com/bpmn/tool/>

7. Process modeling in ARIS.

<https://www.ariscommunity.com/university/downloads>

<https://www.youtube.com/watch?v=G7EfoaM5lrg>

Airport Frankfurt

https://www.youtube.com/watch?v=7vhMvY0l310&list=PLDe6WVZUD6tjtBI_tP0pcgrP7dJSd2y_&index=1

https://www.youtube.com/watch?v=7vhMvY0l310&list=PLDe6WVZUD6tjtBI_tP0pcgrP7dJSd2y_&index=2

https://www.youtube.com/watch?v=7vhMvY0l310&list=PLDe6WVZUD6tjtBI_tP0pcgrP7dJSd2y_&index=3

https://www.youtube.com/watch?v=7vhMvY0l310&list=PLDe6WVZUD6tjtBI_tP0pcgrP7dJSd2y_&index=4

https://www.youtube.com/watch?v=7vhMvY0l310&list=PLDe6WVZUD6tjtBI_tP0pcgrP7dJSd2y_&index=5

<https://www.youtube.com/watch?v=TRJmLqE9c7E>

EPC diagram

<https://www.conceptdraw.com/How-To-Guide/what-can-be-accomplished-with-epc-business-diagrams>

<http://www.processororientation.com/?p=676>

<https://www.heflo.com/blog/workflow/customer-service-process-flow-chart/>

8. Implementation project and change management.

Critical success factors

<https://rapidbi.com/criticalsuccessfactors/#WhatareCSFs>

9. Competence, teamwork and motivation.

<https://www.thebalancecareers.com/tips-for-better-teamwork-1919225>

<https://www.potential.com/articles/5-important-reasons-why-teamwork-matters/>

https://www.youtube.com/watch?v=fUXdrI9ch_Q

<http://www.bpminstitute.org/resources/articles/what-skills-are-needed-bpm-success>

10. Leadership.

<https://www.thebalancecareers.com/leadership-skills-list-2063757>

<https://www.youtube.com/watch?v=ktITxC4QG8g>

<https://www.youtube.com/watch?v=U8LM4C1I70U>

11. Simulation methods in business process management.

<https://www.ariscommunity.com/users/geoffhook/2011-03-21-getting-most-simulation>

<https://www.ariscommunity.com/users/schmiedekind/2011-05-16-simulation-aris-business-simulator-use-projects-and-potential>

<https://www.ariscommunity.com/videos/learn-how-use-aris-business-simulator>

<https://www.leanproduction.com/theory-of-constraints.html>

<https://www.smartsheet.com/all-about-theory-of-constraints>

12. Information systems and business process management.

ERP

<https://mauriziororani.wordpress.com/2008/12/06/enterprise-resource-planning-erp-concepts-methods-and-frameworks/>

<https://www.conceptdraw.com/How-To-Guide/uml>

Business Object Architecture (BOA) methods

<http://jeffsutherland.com/oopsla/casanpub.pdf>

Methodology using Object-Oriented Analysis (OOA)

<https://airbrake.io/blog/design-patterns/object-oriented-analysis-and-design>