

Degree programme	Type	Course
Business and Information Technology	OB	2

Contact lecturer

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Group languages

You can consult this information at the [end](#) of the document.

Prerequisites

The development of the subject does not include any prerequisite of previous knowledge to be able to study it.

Objectives

The main objective of the course is to get to know the main processes of a company, to learn the life cycle of processes, and to understand the impact of managing by processes. All this from a general and transversal organisational perspective, which allows you to acquire a business vision to participate in organisational change projects.

In addition, it works on the modelling and documentation of processes following the BPMN standard.

The course aims to accustom students to the professional environment through their laboratory practice and the organisation of seminars led by various professionals with extensive experience in helping companies to manage by processes. All this without forgetting technology and people, key elements in Process Management.

Learning outcomes

- CM39 (Propose actions to improve indicators related to processes in an organisation.) Propose actions to improve indicators related to processes in an organisation.
- SM13 (Use mathematical and algorithmic tools to solve problems in the economic-business field with deterministic components.) Use mathematical and algorithmic tools to solve problems in the economic-business field with deterministic components.

Contents

1. Introduction to Business Process

Process definition

Basic elements of a process

Classification of processes

Michael Porter's value chain

Key company processes

2. Process Approach

Functional organizations

Hierarchized

Based on processes

How to focus an organization to processes?

Stages of the methodology

Tools

Flowcharts, concepts

Measurement of processes

Continuous improve

Reengineering

3. Fundamentals of BPM (Business Process Management)

Theoretical framework of BPM management

Process analysis

Process lifecycle

Continuous improvement and process reengineering

4. Business Process Management Systems (BPMS)

Characteristics of BPM systems

Architecture of BPM systems

Implementation of processes in a BPM system

BPM notation (BPMN)

Methodological aspects of implementing BPM systems

Learning activities and methodology

Title	Hours	ECTS	Learning outcomes
Theoretical classes, case studies and seminars	40	1.6	CM39, SM13
Tutorial	15	0.6	

Preparation of practices and exercises	43	1.72	
Study	39.5	1.58	CM39, SM13
Laboratory practices	10	0.4	

Lecturer - Students Relationship

The general and relevant information about the subject that details the contents of the teaching guide, such as the conditions for work assignments, will be published on the Virtual Campus and may be subject to changes in the programming for reasons of adaptation to possible incidents. The Virtual Campus will always be informed about these changes as it is understood that the Virtual Campus is the usual mechanism for exchanging information between teacher and student.

Languages

The classes will be done mostly in Catalan or Spanish, although the appearance of terms in English is very common. The written material or support for the subject (notes, bibliography, references or even statements of practices, exercises or cases) can be provided either in Catalan or Spanish or in English and in this case the use of the English language It can be not exceptional but usual.

Theoretical classes, cases, seminars, and sessions for solving exercises

In the face-to-face sessions is where the basic contents that students need to enter in the subjects that make up the program are presented. At the same time, the possible ways to complete or deepen the information received in these sessions are indicated.

During the sessions, the case method can also be used as a teaching tool. These sessions can be complemented with seminars, workshops and conferences conducted or supervised by the teaching team of the subject.

Laboratory Practices

These sessions will work on teams and the use of BPM tools will be encouraged, recommending Bonitasoft.

During the course, teamwork and the collaborative exchange of information and tools for solving problems will be encouraged. However, the final learning process must be individual, highlighted by the autonomous activity of each student, who will have to complement and enrich the work initiated in the course's directed sessions. The supervised activity, around regular tutorials and sporadic consultations carried out during the course, is also an indispensable tool in acquiring the knowledge that the subject provides.

Please note that the proposed teaching methodology may undergo some modifications according to the restrictions imposed by the health authorities on on-campus courses.

Use of AI

In this course, the use of Artificial Intelligence (AI) technologies is permitted as an integral part of the development of the work, provided that the final result reflects a significant contribution from the student in terms of analysis and personal reflection. The student must clearly identify which parts have been generated using this technology, specify the tools used, and include a critical reflection on how these tools have influenced the process and the final outcome of the activity. Lack of transparency in the use of AI will be considered a breach of academic integrity and may result in a penalty in the activity's grade, or more severe sanctions in serious cases.

Annotation: within the schedule set by the centre or degree programme, 15 minutes of one class will be reserved for students to evaluate their lecturers and their courses or modules through questionnaires.

Assessment

Continuous assessment activities

Title	Weight	Hours	ECTS	Learning outcomes
Exams	55%	2.5	0.1	CM39, SM13
Continuous Assessment	45%	0	0	CM39, SM13

"This course does not include a single evaluation system"

The course assessment will be carried out continuously throughout the semester and is organized based on the following learning evidence:

1. Laboratory practices scheduled during the semester to thoroughly work out specific cases in teams. Results must be submitted in writing through the Virtual Campus of the course. An additional oral presentation may also be requested.
2. Seminars organized during the course to complement teaching activities and allow the intervention of other stakeholders in the learning process.
3. Class participation and other exercises: Meant to encourage not only attendance but especially students' participation in class sessions through exercises, case discussions, etc., involving individual and/or group work. Due to its nature, only students who are present can be considered, and these activities cannot be recovered or submitted later.
4. Midterm exam: An exam to assess concepts, techniques, processes, and content covered during the course.
5. Final exam: An exam to assess concepts, techniques, processes, and content covered throughout the course.

The final grade for the course will be obtained from the weighted sum of the scores of the different learning evidence, taking into account that each component mentioned has a specific weight. The following calculation will be used:

$N = 30\% \text{ (Laboratory Practices)} + 15\% \text{ (Seminars/Participation)} + 25\% \text{ (Midterm Exam)} + 30\% \text{ (Final Exam)}$

It is a necessary condition for this calculation that the student has completed activities in each of the four components (and therefore has non-zero scores in each component) and that the grade obtained in the Final Exam is equal to or greater than 3.

Students whose total grade obtained is equal to or greater than 3.5 but less than 5 ($3.5 \leq N < 5$) may opt for the RECOVERY process described below.

Evaluation Activities Calendar

The dates of the different evaluation activities will be announced well in advance during the semester.

The dates for the course exams are scheduled in the Faculty's exam calendar.

*"The scheduling of evaluation tests cannot be modified unless there is an exceptional and duly justified reason why an evaluation activity cannot take place. In that case, the persons responsible for the degree programs, after consulting with the faculty and affected students, will propose a new schedule within the corresponding academic period (**Section 1 of Article 115. Calendar of Evaluation Activities - UAB Academic Regulations**).*

Students from the Faculty of Economics and Business who, according to the previous paragraph, need to change an evaluation date must submit a request by filling out the Reprogramming Request Form, available at: https://formularis.uab.cat/group/deganat_feie/reprogramacio-proves

Grade Review Procedure

Coinciding with the final exam, the day and method for the publication of final grades will be announced. Similarly, information on the procedure, venue, date, and time for reviewing the grades will be provided in accordance with University regulations.

Recovery Process

To participate in the recovery process, students must have been previously evaluated in a set of activities that represent at least two-thirds of the total grade for the course or module (Section 3 of Article 112 ter - Recovery - UAB Academic Regulations).

Students must have obtained a course grade between 3.5 and 4.9. The date for this test is scheduled in the Faculty's exam calendar. Students who take and pass it will pass the course with a grade of 5. Otherwise, they will maintain the same grade.

Irregularities in Evaluation Activities

Without prejudice to other disciplinary measures deemed appropriate, and in accordance with the current academic regulations: "In the event that a student engages in any irregularity that could lead to a significant variation in the grade of an evaluation activity, the activity will be graded.

The completion of assessment activities is subject to the provisions set out in this course guide and in the ["Policy of the School of Economics and Business on the Detection of Irregularities during Assessment Activities"](#), which regulates the conditions under which assessment tasks are conducted and the procedures applicable in cases where indications of irregularities are detected. Students are encouraged to consult the policy.

Bibliography

It will be published on the Virtual Campus

Software

It will be published on the Virtual Campus

Course groups and languages

The information provided is provisional until November 30. After this date, you will be able to consult the language of each group through this [link](#). To access the information, you will need to enter the course CODE

Type of teaching	Group	Language	Semester	Shift
(TE) Theory	20	Catalan	second semester	morning-mixed
(PAUL) Classroom practices	201	Catalan	second semester	morning-mixed
(PLAB) Practical laboratories	201	Catalan	second semester	morning-mixed
(PLAB) Practical	202	Catalan	second	morning-mixed

laboratories			semester	
(PLAB) Practical laboratories	203	Catalan	second semester	morning-mixed