

Operations and Process Management

Distinctive assessment

Learning outcomes

Student :

1. Is able to reasonably explain the need for process planning, mapping and management and their relation to strategic goals.
2. Is able to plan and implement process mapping in the organisation.
3. Knows the stages of designing the main production and service processes and is able to plan production and service processes.
4. Knows and is familiar with the general principles of resource use in production and service processes and is able to apply methods of resource efficiency.
5. Can choose different methods and principles for planning and controlling production and service processes.
6. Can apply methods of continuous process improvement.
7. Knows and is familiar with the practical tools and methods of managing production and service processes and is able to use them in organizing different processes.

Assessment methods	Assessment criteria
Course project. Developing a Business Management System for the chosen/given organization using a practical process mapping tool (learning outcomes 1 and 2). Gives maximum 40% of total grade	<p>During course project students implement theoretical knowledge in practice, developing a Business Management System for the chosen/given organization.</p> <p>0% – tasks are not prepared.</p> <p>1%-10% – tasks are prepared poorly, chosen solution does not correspond to the general idea of the Business Process Management (BPM), argumentation is poor and is not in accordance with theory.</p> <p>11%-30% – tasks are prepared well and correspond to the main idea of BPM, although with some minor mistakes; argumentation is good and in accordance with theory but includes some minor inaccuracies.</p> <p>30%-40% – tasks are prepared very well, chosen solution fits very well to the chosen BPM, argumentation is very good</p>
Individual research work. The analysis of process modelling tools (learning outcome 3). Gives maximum 30% of final grade.	<p>Student has to analyse process modelling tools and draw necessary conclusions.</p> <p>0-10% - the analysis very poorly brings out strong and weak points of the methods, the argumentation of conclusions is weak.</p>

	<p>11-20% - the analysis uncovers main strong and weak points of the methods, conclusions are well reasoned, yet some inaccuracies occur.</p> <p>21-30% - the analysis uncovers very well strong and weak points of the methods, conclusions are very well reasoned.</p>
<p>Written examination, includes all study Outputs (all learning outcomes). Students will get preparation questions. Gives maximum 30% of final grade</p>	<p>0-7% - answers show the minimum level of required knowledge of process management definitions, methods and practical tasks. Answers contain inaccuracies and mistakes.</p> <p>8-15% - answers show good knowledge of process management definitions, methods and practical tasks, yet there are mistakes and uncovered areas.</p> <p>16-23% - answers show very good knowledge of process management definitions, methods and practical tasks, but there are minor mistakes.</p> <p>24-30% - answers show excellent and wide knowledge of process management definitions, methods and practical tasks</p>
<p>Final grade Final grade is calculated as a sum of course project, individual research work and final exam results – 40%+30%+30%. Total maximum is 100%</p>	<p>0-50% - Final grade 0 51-60% - Final grade 1 61-70% - Final grade 2 71-80% - Final grade 3 81-90% - Final grade 4 91-100% - Final grade 5</p>