

UČNI NAČRT PREDMETA / COURSE SYLLABUS

<b>Predmet:</b>	Informatizacija poslovnih procesov
<b>Course title:</b>	Informatisation of business processes

Študijski program in stopnja <i>Study programme and level</i>	Študijska smer <i>Study field</i>	Letnik <i>Academic year</i>	Semester <i>Semester</i>
Menedžment kakovosti Dodiplomski (prva)	Program nima smeri	3.	5.
Quality Management Undergraduate (First)	The program has no study fields	3	5

**Vrsta predmeta / Course type:** Obvezni | Required

**Univerzitetna koda predmeta / University course code:** 011020-02

Predavanja <i>Lectures</i>	Seminar <i>Seminar</i>	Sem. vaje <i>Tutorial</i>	Lab. vaje <i>Laboratory work</i>	Teren. vaje <i>Field work</i>	Samost. delo <i>Individ. work</i>	ECTS
30	-	-	45	-	105	6

**Nosilec predmeta / Lecturer:** doc. dr. Ljupčo Krstov | Ljupčo Krstov, PhD  
Assistant Professor

Jeziki / Languages:	Predavanja / Lectures:	Vaje / Tutorial:
	Slovenski	Slovenski
	Slovenian	Slovenian

**Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:**

- Vpis v 3. letnik študija.
- Študent/študentka mora pred pristopom k izpitu pripraviti in zagovarjati projektno nalogo.

**Prerequisites:**

- Enrolment in the third year of study.
- The student must prepare and defend an empirical seminar paper as a prerequisite for the final exam.

**Vsebina:**

1. Opredelitev procesne organizacije
2. Koncept poslovnih procesov
3. Avtomatizacija in informatizacija poslovnih procesov
4. Proizvodni in kontrolni sistemi
5. Prenova poslovnih procesov
6. Modeliranje in simuliranje poslovnih procesov
7. Varnost informatiziranih poslovnih procesov

**Content (Syllabus outline):**

1. Defining process organizations.
2. Concept of business process.
3. Automatization and informatization of business processes.
4. Production and control systems.
5. Redesigning business processes.
6. Modelling and simulating business processes.
7. Security of information business processes.

**Temeljna literatura in viri / Readings**

**Obvezna literatura / Required reading(s):**

- Krstov, L. (2012). *Informatizacija poslovnih procesov* (študijsko gradivo). Novo mesto: FOŠ.
- Damij, N. (2009): *Management poslovnih procesov: Modeliranje, simuliranje, izboljšanje in inovacija poslovnih procesov*. Ljubljana: Vega.

**Dodatna – dopolnilna / Recommended reading(s):**

- Jeston, J., & Nelis, J. (2006). *Business process management: practical guidelines to successful implementations*. Oxford, UK: Butterworth-Heinemann.
- Harmon, P. (2007). *Business process change: a guide for business managers and BPM and six sigma professionals* (2. izd.). Amsterdam: Morgan Kaufmann Publishers.

**Cilji in kompetence:**

- Poznavanje in razumevanje procesov, procesno zasnovane organizacije ter sposobnost obvladovanja nenehnega izboljševanja.
- Uporaba in razvoj metod in tehnik za uspešno in učinkovito obvladovanje procesov ter nenehno izboljševanje kakovosti dela, proizvodov in storitev.
- Sposobnost analize, sinteze ter fleksibilne uporabe znanja v praksi.
- Poznavanje pomena kakovosti in prizadevanje za kakovost strokovnega dela skozi avtonomnost, (samo)kritičnost, (samo)refleksivnost in (samo)evalviranje v strokovnem delu.
- Usposobljenost za obvladovanje organizacijskih sprememb v organizaciji kot odziv na spremembe v okolju.
- Občutljivost za ljudi, usmerjanje razmerij med njimi ter razvoj komunikacijskih sposobnosti in spretnosti v domačem in mednarodnem okolju.
- Sposobnost interdisciplinarnega povezovanja znanj različnih predmetov.
- Sposobnost razumevanja in uporabe sodobnih teorij organizacije v praktičnem okolju.
- Sposobnost prepoznavanja, obvladovanje in nenehnega izboljševanja procesov v organizaciji ter njihove povezave v celovit sistem procesov.
- Poznavanje pristopov in modelov kakovostnega obvladovanja procesa proizvodnje proizvodov in storitev.
- Obvladovanje temeljnih znanj in praktičnih pristopov, potrebnih za učinkovito in uspešno obvladovanje sistema vodenja organizacije s poudarkom na obvladovanju projektov, informatizaciji procesov in sistemskem razmišljanju.
- Usposobljenost za obvladovanje in nenehno izboljševanje dela v proizvodnih oziroma storitvenih organizacijah.

**Objectives and competences:**

- Comprehending and understanding processes, process-based organizations and the ability to manage continuous improvements.
- Use and develop methods and techniques for efficient and effective process management and continuous improvement of quality of work, products, and services.
- Ability to analyze, synthesize, and to apply knowledge in practice.
- Knowing the importance of quality and enhancing the quality of professional work through autonomy (self-) critical, (self-) reflexivity and (self-) evaluation.
- The ability to manage organizational change within an organization in response to changes in the environment.
- Sensitivity to individuals, directing relationships among them, and the development of communication skills and skills in domestic and international environments.
- The ability to connect interdisciplinary knowledge from various subjects.
- Ability to understand and apply contemporary organization theories in a practical environment.
- Ability to identify, control, and the continuous improvement of processes in an organization and its links to a comprehensive system of processes.
- Knowledge of approaches and models of the quality control process in manufacturing products and services.
- Applying basic knowledge and practical approaches to achieve effective and efficient management of an organization with an emphasis on leadership by example, management of projects, informatisation/ computerization of processes and systematic thinking.
- Training for managing and continuously improving work in production and service organizations

**Predvideni študijski rezultati:****Intended learning outcomes:**

<p>Študent/študentka:</p> <ul style="list-style-type: none"> <li>– Uporabiti IT pri prenovi poslovnih procesov in organizacij in sodelovati pri takih procesih.</li> <li>– Razumeti predpostavke in omejitve, ki so povezane s spreminjanjem procesov zaradi IT.</li> <li>– Oceniti težave pri načrtovanju in izvajanju organizacijskih sprememb.</li> <li>– Oceniti povezavo med prenovo procesov in drugimi pobudami za informatizacijo poslovnih procesov.</li> <li>– Razumeti politične, medosebne in druge vrste konfliktov, ki nastopijo ob informatizaciji – prenovi poslovnih procesov.</li> <li>– Pripraviti projektni načrt, ki implementira uvajanje novih poslovnih procesov.</li> </ul>	<p>The student will:</p> <ul style="list-style-type: none"> <li>– Use IT in reengineering business processes and organizations and to participate in such processes.</li> <li>– Understand the assumptions and limitations that are associated with altering processes because of IT.</li> <li>– Assess issues in planning and executing organizational changes.</li> <li>– Assess connections between reengineering processes and other initiatives for informatization/computerization of business processes.</li> <li>– Understand the political, interpersonal and other types of conflicts that occur through informatization/computerization – reengineering of business processes.</li> <li>– Develop a project plan that implements the introduction of new business processes.</li> </ul>
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<p><b>Metode poučevanja in učenja:</b></p> <ul style="list-style-type: none"> <li>– Predavanja z aktivno udeležbo študentov (razlaga snovi, pogovori, vprašanja, primeri, reševanje problemov).</li> <li>– Laboratorijske vaje - razvoj in simulacija modela poslovnega procesa (prog.orodje Optima)</li> <li>– Individualne in skupinske konzultacije (pogovori, dodatna razlaga, obravnava specifičnih vprašanj).</li> <li>– Animacija samostojnega študija in raziskovanja (motiviranje, usmerjanje, samoopazovanje, samouravnavanje, refleksija, samoocenjevanje).</li> </ul>	<p><b>Learning and teaching methods:</b></p> <ul style="list-style-type: none"> <li>– Lectures with active student participation (discussions, talks, questioning, cases, problem-solving).</li> <li>– Seminar papers in connection to practice (reflections from experience, project work, teamwork, methods of critical thinking, talks, providing feedback, social games, excursions).</li> <li>– Individual and group consultations (discussions, additional explanations, discussing specific questions).</li> <li>– Facilitating independent study and research (motivating, directing, self-examination, self-regulation, reflection, and self-assessment).</li> </ul>
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<b>Načini ocenjevanja:</b>	<b>Delež / Weight (%)</b>	<b>Assessment:</b>
<p>Način (pisni izpit, ustno izpraševanje, naloge, projekt)</p> <ul style="list-style-type: none"> <li>– Pisni/ustni izpit</li> <li>– Pripraviti in predstaviti projektno nalogo</li> </ul>	<p>60%</p> <p>40%</p>	<p><i>Type (examination, oral, coursework, project)</i></p> <ul style="list-style-type: none"> <li>– Written/Oral Exam</li> <li>– Prepare and present a project paper</li> </ul>

<p><b>Reference nosilca / Lecturer`s references:</b></p> <ul style="list-style-type: none"> <li>– KRSTOV, Ljupčo. Razvoj računalniških aplikacij z uporabo objektno orientiranega programskega jezika "Odyssey". Organ. kadri, 14.X.1994, 27, št. 8, str. 767-778. [COBISS.SI-ID 76385024]</li> <li>– KRSTOV, Ljupčo, BUKOVEC, Boris. Informatizacija in debirokratizacija: dokončna odstranitev ali potrditev Maxa Webra. V: PINTERIČ, Uroš (ur.), LAMUT, Urša (ur.). Informacijska družba : multidisciplinarni pogledi : multidisciplinary approaches. Nova Gorica: Fakulteta za uporabne družbene študije, 2008, str. 51-77. [COBISS.SI-ID 512959607]</li> <li>– KRSTOV, Ljupčo, KRSTOV, Ana. Organizational routines, standard operating procedures and rules as key risk factors in implementing ERP systems. Strategijski menadžment, 2007, letn. 12, broj 3/4, str. 32-36. [COBISS.SI-ID 512946551]</li> <li>– POTOČAN, Vojko, KRSTOV, Ljupčo, MULEJ, Matjaž. The importance of organizational rules in the creation of new organizational knowledge. V: Proceedings of the Computer Science + IT Education Conference 2007, Mauritius, November 16-18, 2007. Arlington: Information Sciences Institute, 2007, str. [605]-617. [COBISS.SI-ID 9314588]</li> <li>– KRSTOV, Ljupčo, LAMUT, Urša. Relations between business strategy, business models and e-business applications. V: AURER, Boris (ur.), BAČA, Miroslav (ur.). International Conference on Information and Intelligent Systems, September 12-14, 2007, Varaždin. Conference proceedings. Varaždin: Faculty of Organization and Informatics,</li> </ul>
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2007, str. 123-128. [COBISS.SI-ID 1024016193] Informatics, 2007, str. 123-128.