

Add. 3		Course program for the first, second and third degree of studies			
1.	Course title	Business processes and metrics			
2.	Code	125			
3.	Study group(s)	Plnf			
4.	The organizer of the study program (unit, institute, department)	Faculty of Mechanical Engineering - Skopje, Ss. Cyril and Methodius University in Skopje			
5.	Level (first, second, third degree)	First			
6.	Academic year / semester	Winter	7.	Number of ECTS credits	6
8.	Professor	Ass. Prof. Gligorce Vrtanoski			
9.	Preconditions for enrolling the course	None			
10.	Purpose of the course program (competences): Introduction to the process approach and metrics of the processes. Modeling and analysis of the business processes and their metrics.				
11.	Contents of the course program: Process approach in management. Organizational structure and processes in companies. Process and functional approach. Teams and evolution of the companies, the basis for the process approach. Quality systems and process approach. Understanding of business processes. Key roles in the management of the processes. Elements of business processes and their classification. Design of the processes and their measurement. Coverage data of the quality and performance. Development of the performance indicators.				
12.	Study methods: Interactive teaching, Laboratory and/or in-class exercises, individual and/or team work on projects, self-study.				
13.	Total available time period	6 ECTS x 30 hours = 180 hours			
14.	Available time assessment	30 + 30 + 30 + 30 + 60 = 180 hours			
15.	Educational activity module	15.1.	Teaching lectures	30 hours	
		15.2.	Practice, seminars, team work	30 hours	
16.	Other activity module	16.1.	Project assignments	40 hours	
		16.2.	Selfrunning assignments	20 hours	
		16.3.	Home studying	60 hours	
17.	Evaluation methods				
	17.1.	Tests			60 points
	17.2.	Projects			30 points
	17.3.	Activity and participation			10 points
18.	Evaluation criteria (points and marks)		Under 50	5 (five) (F)	
			51 - 60 points	6 (six) (E)	
			61 - 70 points	7 (seven) (D)	
			71 - 80 points	8 (eight) (C)	
			81 - 90 points	9 (nine) (B)	
		91 - 100 points	10 (ten) (A)		
19.	Signature and final exam requirements	Realized activity 17.2			
20.	Language used for performing the teaching	Macedonian language			
21.	Method used for following the teaching quality	Surveys and other forms of continuous evaluation			
22.	References				

	22.1.	Main references				
		No.	Author	Title	Publisher	Year
		1.	Gligorce Vrtanoski	Non-authorized for Business processes and metrics	Faculty of Mechanical Engineering - Skopje	
		2.	Vladimir Dukovski, Gligorce Vrtanoski	Processes and their metrics	Faculty of Mechanical Engineering - Skopje	
	3.					
	22.2.	Additional references				
		No.	Author	Title	Publisher	Year
		1.				
		2.				
	3.					