



# Exchange programme Vrije Universiteit Amsterdam

Vrije Universiteit Amsterdam - Exchange programme Vrije Universiteit Amsterdam - 2024-2025

## Exchange

Vrije Universiteit Amsterdam offers many English-taught courses in a variety of subjects, ranging from arts & culture and social sciences, neurosciences and computer science, to economics and business administration.

The International Office is responsible for course approval and course registration for exchange students. For details about course registration, requirements, credits, semesters and so on, please [visit the exchange programmes webpages](#).

# Business Processes

Course Code	E_IBA1_BP
Credits	6
Period	P6
Course Level	100
Language Of Tuition	English
Faculty	School of Business and Economics
Course Coordinator	dr. S.M.G. Waldherr
Examiner	dr. S.M.G. Waldherr
Teaching Staff	dr. S.M.G. Waldherr
Teaching method(s)	Study Group, Seminar, Lecture

## Course Objective

### **ACADEMIC AND RESEARCH SKILLS**

After taking this course, students learn how to model processes in business and organizations as well as in manufacturing and service industries. Students learn to conduct a basic international research project in which they analyze and optimize the process of a business from start to finish

#### Academic Skills (three As)

After successfully completing this course, the student can

- analyze business processes and demonstrate an understanding of problems and opportunities that arise in these processes from different perspectives (Analysis)
- understand the processes of (international) business operations, while recognizing their fundamental structures and leaving out irrelevant information (Abstraction)
- put forward well-founded, substantiated points of view, both in spoken and written format (Argumentation)

#### Research Skills

After successfully completing this course, the student can

- translate academic research on Operations Management and Business Processes into practically relevant outcomes
- apply basic research skills needed to complete a research project

### **BRIDGING THEORY AND PRACTICE**

#### Knowledge:

After successfully completing this course, the student:

- demonstrates theoretical and empirical knowledge concerning the how to model processes and operations in local and internationally operating business and organizations
- knows the basic theories, models and concepts of business processes
- can make connections between those theories, models, and concepts

### Application:

Can After successfully completing this course, the student can:

- apply theoretical knowledge by analyzing the situations and processes in businesses
- propose a solution to an international real-life business problem by applying relevant theories and methodologies.
- select the correct method and / or technique for quantifying, analyzing and optimizing business processes.
- translate, communicate, and disseminate quantitative results to relevant stakeholders

### **SOCIAL SKILLS**

Students are able to efficiently manage different professional roles in a cross-cultural environment.

After successfully completing this course, the student:

- excels at presenting (both orally and in writing) on a basic applications of business processes
- has a basic understanding of roles and needs of different types of stakeholders
- can work well in a team comprised of international and diverse students with different view points and reflect on his/her own role in the team
- is sensitive to cross-cultural differences, understands how these translate into social contexts and is able to deal with those differences in social interactions

### Course Content

This final course of the first year is an exciting integrative course that will challenge you in various ways. By taking Business Processes as a point of departure, we bring together several perspectives and analyze real-life business cases from an integrative perspective. Taking a business process perspective will stimulate you to think about organizations in a different way, bringing together knowledge from different fields and realizing that this creates challenges and conflicts that managers need to deal with.

In a bootcamp setting, where we operate in a so-called "pressure cooker" situation (a short, but intense period to solve a problem) we work on a highly relevant issue for a manufacturing company, creating a unique first impression of what happens on a day-to-day basis when managing business processes. You will learn to systematically analyze processes, to visualize them, and identify problems that emerge in these processes, considering both the front- (customer) as well as the back-side (management). This course offers you a number of tools that allow you to assess the consequences of suggested improvements. Moreover, you will learn new ways of applying the tools and knowledge that you have acquired during the first year of International Business Administration in the context of process analysis, process improvement and resource planning. By applying, sharing, and presenting your knowledge within a diverse team while working on a representative business case, you gain further hands-on experience on applying the tools that any international business professional should be able to work with.

### Additional Information Teaching Methods

Lectures

Tutorials

### Method of Assessment

Written exam

Practical assignments - group

Participation assignment

## Literature

Book: Cachon and Terwiesch, Operations Management (1st edition), McGraw-Hill Education

Additional (required) materials will be announced via Canvas.

## Recommended background knowledge

1.1 Business Mathematics

1.3 Academic Skills

1.4 Global Supply Chain Management