



**GDYNIA MARITIME UNIVERSITY**  
**Faculty of Management and Quality Science**



<b>Course:</b> Process and service quality management				<b>Status:</b> optional				
Semester	No. of weeks	No. of hours (weekly)			No. of hours (globally)			ECTS
		Lect.	Class	Lab.	Lect.	Class	Lab.	
	8	2			15		2	
<b>Lecturers: Jędrzej Charłampowicz, Ph.D.</b>								

**Contents of study:**

- 1) INTRODUCTION AND OVERVIEW
  - a. Introduction to the subject
  - b. Presentation of requirements for final assessment
  - c. Presentation of the primary literature
- 2) MODERN ORGANISATIONS
  - a. Theory of organisations
  - b. Factors influencing organisations
- 3) PROCESS MANAGEMENT
  - a. Introduction to the process management
  - b. Identification, classification and measurement of processes
- 4) QUALITY AND SERVICE QUALITY
  - a. Quality as one of the most important aspects of modern business
  - b. Service quality as an outcome of processes
  - c. Methods for service quality measurement
- 5) PROCESS MATURITY
  - a. Role of processes and service quality in building competitiveness in modern organisations
  - b. Models of process maturity assessment
  - c. Environmental process maturity

**Criteria for assessment:**

Lectures: test (60% of points needed to pass)

**Literature:**

Röglinger M., Pöppelbuss J., Becker J., *Maturity models in business process management*, Business Process Management Journal, vol. 18 (2), 2012

Harmon P., *Business Process Change. A business process management guide for managers and process professionals*, 4<sup>th</sup> ed., Elsevier, Nowy Jork, 2019

Charłampowicz J., Grzelakowski A.S., *Maritime container terminal process maturity: a methodological approach and empirical evidence*, European Research Studies Journal, vol. 25 (2), 2022.