

Process Modeling & Applications

**ECTS** : 3

**Description du contenu de l'enseignement :**

Business processes represent one of the core assets of organizations for many reasons.

The growing demands for globalization, integration, standardization, innovation, agility, and operational efficiency, coupled with the opportunities raised by digital technologies, have finally increased the appetite for reflecting on and ultimately improving existing as well as designing entire new business processes.

In response, a comprehensive body of tools, techniques, methods, and entire methodologies to support all stages of the business process lifecycle has emerged over the past two decades.

It is called Business Process Management (BPM).

**Compétence à acquérir :**

As a result of this course, students will be able to:

- Describe the Origins, History and Ingredients of BPM.
- Identify Processes;
- Model Processes (BPMN 2.0 essential);
- Analyze Processes (Value-added, Waste, Root-cause analysis);
- Improve Processes;
- Master Block-Chain & Business and its Business Applications.

**Mode de contrôle des connaissances :**

100 % in class (exercises, quizzes, activities, etc.)

To get points converted into a score out of 20

- collective: 20%
- individual: 80 %
- + bonus/malus participation

**Bibliographie, lectures recommandées :**

Brocke (von) J. & Rosemann, M. (2014). Handbook on Business Process Management 2 Strategic alignment, Governance, People and Culture, Springer.

Dumas, M. et al. (2018). Business Process Management, Springer.

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