عنوان مقاله:

An Integrated Framework for Process Knowledge Management

محل انتشار:

هفتمین کنفرانس ملی و اولین کنفرانس بین المللی مدیریت دانش (سال: 1394)

تعداد صفحات اصل مقاله: 20

نویسنده:

Mohammad Hossein Yousefiyan - *Master of Science in Industrial Engineering (graduated), Tarbiat Modares University, Tehran, Iran*

خلاصه مقاله:

Process knowledge is a valuable knowledge resource in all organizations. Cost and risk reduction, process standardization and process streamlining are the some benefits of managing this knowledge. In this article, we show that considering relationship between business processes and knowledge efforts can improve both of them. Then, we introduce five tools, methods and techniques, and their contributions for process knowledge management. These ways include Business Process Modeling, Business Process Management Systems, Business Process Mining, Business Process Ontology and Face-to-Face Communication. Afterwards, using these five ways and a knowledge process, we propose an integrated framework for process knowledge creation, capturing, sharing, using and reusing. This article is the most comprehensive research about process knowledge. Also, proposed framework covers all types of process knowledge and can be used for all types of processes and in all organizations

کلمات کلیدی:

Process Knowledge, Knowledge Management, Business Process Management

لینک ثابت مقاله در پایگاه سیویلیکا:

https://civilica.com/doc/481043