明志科技大學工業工程與管理系（研究所）課程綱要表

課程名稱：（中文）企業流程分析與管理				開課單位	工業工程與管理系
（英文）Business Process Analysis and Management				課程代碼	
授課教師：阮業春					
學分數	3	必/選修	□必修　■選修	開課年級	下學期

先修科目或先備能力：

課程概述與目標：

Nowadays, strategies, processes, information technology (IT), and profits constitute a critical interdependency. Profits require accurate strategies and sound operations that consistently meet the needs of consumers and investors. They also require the use of information systems, like the Internet, which functions the central nervous system of the organization. Increasingly, IT drives strategy changes and simultaneously provide the technical means for integrating and automating processes. Business process management (BPM) emerged in the 1990s has integrated the above topics and appeared as a preeminent means of improving organizational performance. This course focuses mainly on the business process change problems. Besides, this course provides practical tips for managers undertaking a business process change project and educate them in the proven business process techniques and heuristics for today's challenges, especially for the Internet era.

教科書	Harmon, P., 2007, *Business Process Change: A Guide for Business Managers and BPM and Six Sigma Professionals* (Burlington: Morgan Kaufmann).
參考書	1. Tenner A.R., and DeToro, I.J., 1997, *Process redesign: the implementation guide for managers* (Massachusetts: Addison Wesley). 2. Dumas, M., van der Aalst, W., and ter Hofstede, A.H.M., 2005, *Process-aware information systems* (New Jersey: John Wiley & Sons).

課程綱要		對應之學生核心能力
單元主題	**內容綱要**	
Business Process Management	1. Introduction to Business Process Management 2. Strategy, Value Chains & Competitive Advantage 3. Process Architecture & Organizational Alignment	■專業知識　□國際視野 ■邏輯思考　□自主學習 ■規劃統整
Organization and Process Modeling	1. Modeling Organizations 2. Modeling Processes **3.** Analyzing Activities **4.** Architecture of Integration Information System (ARIS)	■專業知識　□國際視野 □邏輯思考　□自主學習 □規劃統整
Business Process Management and Improvement	1. Managing and Measuring Business Processes 2. Process Improvement with Six Sigma	■專業知識　□國際視野 □邏輯思考　□自主學習

		■規劃統整
Business Process Redesign	1. A Business Process Redesign Methodology 2. Process Redesign Patterns	■專業知識 □國際視野 □邏輯思考 □自主學習 ■規劃統整
Business Processes Reference Models	1. Supply Chain Operations Reference-Model (SCOR) 2. Design Chain Operations Reference-Model (DCOR)	■專業知識 □國際視野 □邏輯思考 □自主學習 ■規劃統整
Term Paper Presentation	Cast Study of Business Process Management	□專業知識 □國際視野 ■邏輯思考 ■自主學習 □規劃統整

教學要點概述：
- E化教學平台網址：http://elearning.mcut.edu.tw/
- 教學方法：■理論講授、■實務講授、■個案分析、□遠距教學、□分組討論
- 評量方法：□考試、□作業、■實作、■報告、□口試、□問卷
- 本課程與教育目標相關者：

■培養學生具備工業工程與管理的專業知識與技能。

■培養學生具備獨立分析、整合與問題解決能力。

■培養學生具備規劃、溝通合作與執行管理能力。

□培養學生具備人文關懷、倫理素養與國際視野。

■培養學生持續學習的習慣與能力。