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[摘要]

企業面對全球化快速變動環境，已由傳統的單打獨鬥轉變成協同合作的關係；企業的思維不再侷限在自己

本身的觀點，而是擴大到供應鏈上的夥伴成員，彼此靠著資訊傳遞、流程整合的方式和夥伴相互合作，取得競爭優勢。由於協同商務所牽扯到的範疇與應用廣泛，其導入與建置的成本比以往的系統導入和技術導入要高出許多，使得企業不敢貿然地進行投資。
有鑑於此本研究嘗試提出協同商務導入評量模式，幫助企業於導入協同商務前，先進行自我能力評估，判斷企業能力是否足夠能導入協同商務。藉由此評估模式可幫助企業避免能力不足，而產生導入失敗的風險，同時也能節省應能力不足盲目導入的成本。
本研究利用 DMAIC 步驟建構評量模式；首先由文獻探討與專家訪談結果，歸納出導入協同商務時企業應具備（1）資訊技術能力；（2）資料管理能力；（3）流程管理能力；（4）組織管理能力；（5）知識管理能力；（6）協同合作能力等六項能力。接著定義（1）企業能力重要度；（2）知識能力；（3）執行能力等三指標；藉由上述三項指標進行企業能力評估動作並利用知行合一能力評估矩陣呈現分析結果。
最後則是經由異常原因分析與改善建議，來輔助企業進行改善時能有所依據；使得協同商務能以經濟且具時效性的要求下有效的導入以提昇企業的競爭力。

[英文摘要]

Facing the quickly changing environment、the managers of the enterprises have recognized the importance of building cooperative relationship among supply chain entities. Hence、the enterprises understand the need of expanding their operational models from their individual perspective to the entire supply chain system perspective. The established partnership is used to sustain their competitive advantages by information sharing、process integration and collaboration. However、the study shows that collaborative commerce、compared to the other commercial software in Taiwan、is not widely implemented by many companies because of its complexity and cost.
In order to support the enterprises to carry on the self-capability assessment in advance of introducing collaborative commerce、this study focuses on proposing an assessment model to implement collaborative commerce. Furthermore、the significant risk of failure and the loss of financial resource can be eliminated through this assessment model. Accordingly、this study utilizes DMAIC procedure to construct assessment model to implement collaborative commerce. Firstly、this study suggests six capabilities when the companies want to adopt collaborative commerce through reviewing the literature and consulting experts. The six capabilities are information technology capability、data management capability、process management、people、knowledge management capability、and collaborative capability. Then、this study uses capability evaluative matrix based on three criteria、capability importance、knowledge resource、and execute resource、to present the analytic result. Finally、this study can give the companies some suggestions about how to implement and improve capability based on the analytic results.

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