

<b>題目</b>	企業資源規劃系統之評選-應用分析層級程序法
<b>作者</b>	徐煥智 (淡江大學資訊管理學系副教授) 許淑瑜 (淡江大學資訊管理學系)
<b>摘要</b>	<p>最近的研究顯示有愈來愈多的企業捨棄自行開發資訊系統的方式反而對外採購具有整合能力的企業資源規劃(Enterprise Resource Planning; ERP)系統作為公司流程再造以因應快速變化的市場與提昇企業競爭力的方法。</p> <p>企業花費數千萬甚至上億建置企業資源規劃系統，其中約有 90%超過預算或時程。有許多的案例顯示企業資源規劃系統要完全導入成功是非常困難的，主要原因在於系統跨越不同的功能而顯得非常複雜，資料需要完全的標準化且必需能迎合公司的需求。若導入企業資源規劃系統失敗，想要回復成原狀是極端困難且代價高昂，往往影響到企業的存續與否。因此導入成功與否對企業來說是相當重要，同時也是一大風險與挑戰。要避免失敗的第一件事就是要選對企業資源規劃系統與提供廠商。</p> <p>企業資源規劃系統的選擇，存在有大量的替代方案、多條件決策制定的問題，本研究根據文獻探討找出選擇企業資源規劃系統的考量因素，提出一個系統化、多層面的可行性評估模式與評選方法，並建構一個雛型系統，應用分析層級程序法(Analytic Hierarchy Process)解決系統多目標選擇問題，建構評選模式以協助企業進行企業資源規劃系統的選擇。</p>
<b>關鍵字</b>	企業資源規劃、分析層級程序法、加權計分法
<b>Title</b>	Enterprise Resource Planning Systems Selection: Using Analytic Hierarchy Process
<b>Author(s)</b>	Shyur, Huan-Jyh & Hsu, Shu-Yu
<b>Abstract</b>	<p>Several studies have shown that companies are radically changing their information strategies by purchasing prepackaged Enterprise Resource Planning (ERP) system instead of developing legacy system to increase their business competition. It is obviously that successful ERP implementation can gather enormous benefits for companies. However, implementing an ERP system induces to massive change that needs to be carefully managed to take advantage of an ERP solution. Otherwise, it can be disastrous for our business. The first step to proper implement an ERP system is to select a right one. ERP system selection is a multi-criteria decision-making (MCDM) problem. Owing to the complexity of the ERP systems and abundance of alternatives, a systematic process of selection can be arduous and expensive. We suggest using the Analytic Hierarchy Process (AHP) model for qualitative reviews of ERP. A case study indicates that the evaluated aspects of the method are feasible and the method improves the quality of ERP system selection compared with traditional approaches.</p>
<b>Key Words</b>	Enterprise Resource Planning, Analytic Hierarchy Process, Weighted Score Method