

工程顧問機構之主動式問題解決系統
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摘要

Knowledge and experience are essential ingredients for optimal performance in the construction industry, while engineering consulting itself is a “knowledge-intensive” industry. If the acquisition of such knowledge and experience however is only limited to a certain number of individuals of a firm, the organization in turn will be limiting its potential and possibility for creating new innovative ideas. Hence, Knowledge management (KM) has become one of the most commonly adopted approaches to enhance engineering services. In the past decade, engineering consulting firms in Taiwan have developed their own Knowledge Management Systems (KMSs) to enhance the firms’ KM initiatives. The case firm has established on its own 36 Community of Practices (CoPs), 20 Knowledge Bases (KBs) and an SOS system. An important application of the CoP in engineering services is the emergent problem solving. Problem solving is related to almost all kinds of engineering services including proposal preparation, feasibility study, architectural and engineering designs, procurement, construction supervision, and project management. This research proposes a novel model, namely Proactive Problem Solving System (PPSS) for proactive problem solving.

關鍵字：Proactive Knowledge Management, Engineering Consulting, Knowledge Management System, Knowledge Map, Expert Map