

Study of the application of a fuzzy multi-criteria decision making method on selecting the knowledge management system

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Abstract

Various solution schemes for the knowledge management system are offered in the market. However, each scheme has its own limitations, so each corporation should find out its own actual needs and then choose the most suitable scheme so as to build up the system for promoting their knowledge management for more competitive advantages. This research attempted to adopt *Multiple Criteria Decision Making Analytical Method* to guide decision makers with corporate needs to objectively choose the most suitable scheme for the corporation to establish the knowledge management system. It was expected that a fuzzy multiple criteria decision making evaluation pattern could be established through this research. Therefore, it makes possible that decision makers can avoid introducing a system with personal fondness and under the influence of manufacturers' exaggerated advertising. Finally, corporations, which are determined to established knowledge management system, can select the sequence of the knowledge management system through the multiple criteria evaluation pattern, which is referable in planning to build up the system.

Keywords and phrases : Knowledge management, knowledge management system, Multiple Criteria Decision Making (MCDM), fuzzy.

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