

品質管理實務、組織創新與經營績效關係之研究

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摘要

二十一世紀是個全球化的競爭環境，越來越多的企業投入資金，進行整體性的組織創新方案，然而這樣大規模的投入，是否能有效提升整體的經營績效；相同的，品質管理實務的投入是可否能夠有效的改善企業流程，節省營運成本，使其經營績效提升，學者對品質管理實務、組織創新及經營績效的相關研究較少，故本研究將以製造業作為研究母體，進一步探討這三者之關係。本研究以相關文獻作為依據，建構出研究架構，設定假說，以及設計問卷，並以2011 中華徵信所公布的台灣地區前5000 大型企業中，製造業前1600 名之企業，發出問卷，總計回收有效樣本150 份，運用統計軟體SPSS12.0 進行資料的分析及驗證，得到的研究結果為：組織創新對經營績效有顯著正向影響；品質管理實務對組織創新有部分顯著正向影響；品質管理實務對經營績效有部分顯著正向影響。

關鍵詞：品質管理實務、組織創新、經營績效

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