

# A Study of The Performance Measurement on Supply Chain Management

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## ABSTRACT

Recently, many enterprises, use the supply chain management to reduce the cost, increase market share, the sales volume and enhance customer relationship as well as the automobile maintenance and repair industry. The after-sale maintenance and repair market of heavy vehicle in Taiwan may divide into two categories parts, the original manufacturer factory service and general maintenance workshop service. Under this environmental conditions the ways to obtain the auto parts are very different. Therefore domestic automobile maintenance industry need to have a set of appraisal system to evaluate the performance of supply chain management ,if they want to solve the auto parts and technical requirement problems, and proper attention for both service quality, customer service. These will keep the Auto maintenance industry continuous improvement. This study hope to establish a weighted indicator to evaluate the performance of supply chain management for automobile maintenance. And then, using the expert Questionnaires through AHP industry method to evaluate the performance of each sector in supply chain ,also ,we can understand the importance and differences between each indicator.

Keywords : Supply Chain Management ; Supply Chain Operation Reference ; Analytic Hierarchy Process ; Performance Indicator ; Maintenance and Repair Industry of Heavy Vehicle.

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