

# A Study of Strategy for Sustainable Design from Application of Product Service System-City Bike As Example

江佳倫、杜瑞澤

E-mail: 9608123@mail.dyu.edu.tw

## ABSTRACT

“ Sustainable ” is a very popular and conversational subject in the corporate world nowadays. The idea is observable in their corporate management and product development. Technology development and industrial revolution not only provide human beings luxury living quality but also causes global environmental problems and natural resources crisis on earth. European Union recycle branch ' s policies emerge gradually which advocates “ Reduce、Reuse、Recycle ” resources to promote resources usage sufficiency. This will definitely become a new economic and life trend. The Product System Service (PSS) is a way to provide a complete products and services to satisfy the customers ' needs. Reduce the quantity of the products will increase the usage of resources becoming more adequate as well as creating a closed loop for the sacred materials. The servicizing concept creates low burden on the environment. This research employs the concept of PSS to last a substantial amount of time. It also utilizes Analytic Network Process (ANP) to examine PSS ' s categories of services and Life Cycle Assessment (LCA) to analysis its subsequence importance to be the sustainable design of this research. Modified Delphi Method will inspect PSS ' s application of city bikes ' sustainable design guidance. Moreover, it will develop a sustainable design evaluation guidance and evaluation sheet to make sure the achievement of PSS ' s goals. Finally, to accomplish the development of PSS ' s sustainable design and application strategy. By employing PSS, improve LCA ' s quality during its steps. This will assist and ensure the goals of PSS being achieved while providing a strategy for corporations to follow. As a result, PSS will become a continued service that reduces risks and increases profit, a brand new economic system.

Keywords : Product service system (PSS) ; sustainable design ; product development strategy ; city bike

## Table of Contents

封面內頁 簽名頁 授權書.....	iii	中文摘要.....	iv	英文摘要.....	v	誌謝.....	vi	目錄.....	vii	圖目錄.....	x	表目錄.....	xii														
第一章 緒論.....	1	1.1 研究背景.....	1	1.2 研究動機.....	3	1.3 研究目的.....	4	1.4 研究重要性.....	5	1.5 研究問題.....	7	1.6 研究流程.....	8														
第二章 文獻探討.....	10	2.1 產品服務化.....	11	2.1.1 產品服務化之架構.....	13	2.1.2 產品服務化之特色.....	18	2.1.3 產品服務化之效益.....	20	2.2 永續設計開發.....	23	2.2.1 綠色設計策略.....	24	2.2.2 綠色設計開發模式.....	27	2.2.3 永續消費與生產.....	29	2.3 休閒自行車分析.....	30	2.3.1 自行車種類.....	31	2.3.2 自行車租賃現況.....	34	2.3.3 城市車產品分析.....	34	2.4 文獻總結.....	37
第三章 研究方法.....	39	3.1 研究架構.....	39	3.2 研究調查訪談對象.....	41	3.3 研究工具.....	42	3.3.1 研究問卷設計.....	42	3.3.2 綠色設計檢核評估.....	43	3.4 資料分析方法.....	45	3.4.1 分析網路程序法.....	45	3.4.1.1 分析網路程序法決策程序.....	47	3.4.1.2 分析網路程序法分析步驟.....	48	3.4.2 修正式德爾菲法.....	51	3.4.2.1 德爾菲法定義.....	51	3.4.2.2 德爾菲操作流程.....	53		
第四章 研究分析與結果.....	57	4.1 問卷調查基本資料.....	57	4.1.1 受訪企業.....	58	4.1.2 受訪專家.....	59	4.2 PSS與LCA之要項權重.....	60	4.2.1 ANP之模型建構.....	61	4.2.2 決策軟體之模型建構.....	64	4.2.3 問卷調查分析結果.....	65	4.2.4 分析結果之超矩陣.....	86	4.3 城市車永續設計準則.....	90	4.3.1 第一回問卷分析結果.....	90	4.3.2 第二回問卷分析結果.....	96	4.4 城市車永續設計評量準則與檢核表.....	102	4.5 PSS永續設計策略架構.....	104
第五章 結論.....	110	5.1 研究結論.....	110	5.2 研究建議.....	111	參考文獻.....	113	附錄一.....	120	附錄二.....	135	附錄三.....	139														

## REFERENCES

中文文獻【1】王子銘等，產品服務化對資源使用效益提升之探討，行政院環境保護署專案研究計畫，2006。【2】杜瑞澤，陳振甫，綠色生命週期設計中產品回收再生特性之永續性評估模式研究，中華民國設計學報，第三卷 第一期，1998，pp.23-41。【3】杜瑞澤，產品永續設計/綠色設計理論與實務，亞太出版社，2002。【4】杜瑞澤，21世紀企業永續經營新指標 - 綠色設計發展和趨勢，綠色設計聯盟-GDN，2003。【5】宋同正、蔡登傳譯，Karl.Ulrich等原著，產品設計與開發，華泰文化，1997。【6】吳信如譯，Hawken,P.,Lovins,A., and Lovins,L.H., 1999. Creating The Next Industrial Revolution.原著，綠色資本主義 - 創造經濟雙贏的策略，天下文化，2004。【7】吳儀賢，「網絡式新產品開發」 - 台灣自行車產業的經驗，中山大學管理研究所碩士論文，2000。【8】胡憲倫，「產品服務化系統介紹」，綠色設計聯盟電子報第22期，2005。【9】范綱武，全球暖化、台灣發燒 你知多少，大台灣旅遊網TTNews新聞報導，2007。【10】洪明正，綠色設計技術調查研究，財團法人環境與發展基金會，2002。【11】徐福麟，綠色設計策略中產品生命週期評估模式之研究，大葉大學工業設計研究所碩士論文，1999。【12】陳玉萍，以「去物質化」觀點論「產品服務化」在台灣之實施情況，南華大學環境管理研究所碩士論文，2004。【13】陳玉萍、胡憲倫。「產品服務化及其在台灣產業推動之現況研究 - 以化學製品業為例」，清潔生產暨永續發展研討會，經濟部工業局，2003。【14】陳苑菁，以層級分析法(AHP)建構同步工程之綠色設計開發程序-以消費性電子產品為例，2004。【15】張書文譯，Kume Hitoshi著，設計開發的品質管理，中衛發展中心，2002。【16】財團法人亞洲發展基金會，「責任與利潤:台商全球化新經營學」，台北:經濟部投資業務處，2006。【17】黃俊維，如何分辨台灣國有林經營所急需解決之問題德爾菲調查法之運用，國立台灣大學森林學系研究所碩士論文，1995。【18】楊長林，新產品開發:設計與定位、流程、績效評估之整合性管理研究，臺灣科技大學博士學位論文，2002。【19】湯新如，林敬智，設計與環境—綠色產品設計全球指引，永續產業發展，1期，2002。【20】經濟部工業局，環境化設計技術手冊—永續產業發展與推廣計劃，2002。【21】劉威廷，較佳化綠色產品設計策略之系統開發與評量檢核，大葉大學工業設計研究所碩士論文，2006。【22】鄭琬玉，發展權移入地區社會經濟環境影響評估指標之建立 - 以古市街為例，逢甲大學土地管理研究所碩士論文，1997。【23】鄭源錦等編，綠色設計技術參考手冊 - 家電產品篇、家具發展協會，經濟部工業局，1996。【24】鍾隆介，運輸工具綠色設計開發模式之個案研究，大葉大學工業設計研究所碩士論文，2005。【25】謝志成、林家慶，自行車租賃系統使用後評估模式，中華民國設計學會第十一屆全國學術研討會論文，2006。【26】顏妹，整合生命週期評估與環保化設計於產品設計之研究，成功大學機械工程研究所碩士論文，1999 英文文獻【27】Arai Y, Tezuka F. Study of the lease/ rental system application with regard to a recycling-based society. Journal of the Japan Society of Waste Management Experts, Vol.14(6), pp.293-302, 2003. [in Japanese with English abstract, figures and tables].【28】Aurich JC, Fuchs C. An approach to Life Cycle Oriented Technical Service Design. Annals of the CIRP, Vol.53(1), 151-4, 2004.【29】Badaracco, J, The Knowledge Link: How firms Compete through strategic, 1991.【30】Alliance. Boston, Mass: Harvard Business School.【31】Brezet, H., "Product-Service Substitution: Examples and Cases from the Netherlands", "Funktionsforsaljning"-product-service systems, Stockholm, Swedish EPA, AFR-report 299, 2000.【32】Cook, M.B., Bhamra, T.A., and Lemon, M., "The Transfer and Application of Product Service Systems: from Academia to UK Manufacturing Firms", J. of Cleaner Production, Vol. 14, 17, pp.1455-1465, 2006.【33】Ehrenfeld, J.R. and J.C. Brezet. Toward a New Theory and Practice of Product/Service Systems. in 7th European Roundtable on Cleaner Production. 2001. May 1-3. Lund, Sweden.【34】Goedkoop MJ, van Halen C.JG, te Riele HRM, Rommens, PJM. Product service systems, ecological and economic basis. Pricewa-terhouseCoopers N.V. / Pi!MC, Storrm C.S., Pre consultants, 1999.【35】Jorgensen, M. S., "Some Danish experiences with PSS and their potentials and barriers to sustainable development", The first SusProNet conference, Amsterdam, June 2003, <http://www.suspronet.org>.【36】Halme M, Jasch C, Scharp M. Sustainable homeservices? Toward household services that enhance ecological, social and economic sustainability. Ecological Economics, Vol.51(1-2), pp.125-38, 2004.【37】James, P. and Hopkinson, P. "Service Innovation for Sustainability: A New Option for UK Environmental Policy?" Green alliance,2002. <http://www.greenalliance.org.uk>【38】Manzini, E; Vezzoli, C "A strategic design approach to develop sustainable product service systems: examples taken from the 'environmentally friendly innovation' Italian prize." Journal of Cleaner Production, Vol.11, pp.851-857, 2003.【39】Matusik and Hill;. The Utilization of Contingent Work, Knowledge Creation, and Competitive Advantage. Academy of Management Review, Vol. 23, No. 4, pp.680-697, 1998.【40】Morelli N. Product-service systems: a perspective shift for designers.A case study: the design of a telecentre. Design Studies, Vol.24(1), pp 73-99, 2003.【41】Mont, Oksana, "Clarifying the concept of product - service system", Journal of Cleaner Production, Vol.10, pp.237-245, 2002.【42】Mont, Oksana, "Product-service systems: panacea or myth?" Lund University, Doctoral dissertation, September 2004.【43】Mont O, Lindhqvist T. The role of public policy in advancement of product-service systems. Journal of Cleaner Production, Vol 11(8), pp 905e14, 2003.【44】Mont O. What is behind meagre attempts to sustainable consumption? Institutional and product-service system perspective. In: Proceedings of the international workshop, Driving Forces of and Barriers to Sustainable Consumption, Leeds, UK;5the6th March 2004.【45】Nes, C. N. and Stevel, A. A.,Selecting green design strategies on the basis of eco-efficiency calculations, Life Cycle Networks, F.- L. Krause & G. Seliger(Eds.), Chapman & Hall, pp.313-323, 1997.【46】Nonaka, I. and H. Takeuchi, The Knowledge Creating Company. New York:Oxford University Press, 1995.【47】Saaty T. L. & Takizawa M., "Dependence and independence: From linear hierarchies to nonlinear networks", European Journal of Operational Research, Vol. 26, pp.229-237, 1986.【48】SusProNet. Abstracts of paper presentations, sustainable product-service systems 'state of the art', pp.5-6 June 2003.【49】Tischner U, Verkuuji M, Tukker A. Product service systems: best practice document: SusProNet. Professional Engineering Publishing Limited, 2002.【50】Tukker, A. "Eight Types of Product Service System", Business Strategy and the Environment, Vol. 13, pp. 246-260, 2004.【51】Tukker A, Tischner U, editors. New business for old Europe. Product services, sustainability and competitiveness. Sheffield, UK: Greenleaf Publishing Ltd, 2006.【52】van Halen C, Vezzoli C, Wimmer R. Methodology for product service innovation. How to implement clean, clever and competitive strategies in European

industries. Assen, Netherlands: Koninklijke van Gorcum, 2005. 【53】 White, AL, Stoughton, M, Feng L. Servicizing: the quiet transition to extended product responsibility. Report Submitted to US Environmental Protection Agency, Office of Solid Waste, 1999. 【54】 Wong, M. Teck Ngee, " Implementation of innovative product service systems in the consumer goods industry " , Dissertation of Doctor of Philosophy, January 2004. 【55】 Yamamoto, R., " PSS development in Japan " , The first SusProNet conference, Amsterdam, June 2003, Website: [www.suspronet.org](http://www.suspronet.org). 網路文獻 【56】 台灣環境資訊協會 <http://e-info.org.tw/about> 【57】 台灣區電機電子工業同業學會 <http://www.teema.org.tw/default.asp> 【58】 永續產業發展資訊網 <http://portal.nccp.org.tw/index.php> 【59】 財團法人環境資源研究發展基金會 <http://www.ier.org.tw/modules/news/> 【60】 綠色設計聯盟-GDN <http://proj.moeaidb.gov.tw/gdn/index.as> 【61】 聯合國環境規劃署 ( UNEP ) <http://www.uneptie.org/pc/sustain/> 【62】 美利達工業股份有限公司 <http://www.merida.tw/index.asp> 【63】 捷安特自行車 <http://www.giant-bicycle.com/tw/> 【64】 CHC自行車暨健康科技工業研究發展中心 <http://www.tbnet.org.tw/indexa.asp>