

組織學習指數

操作型定義

A learning organization is an organization skilled at creating, interpreting, transforming, and retaining knowledge, and at purposefully modifying its behavior to reflect new knowledge and insight.

企業具備創造、解釋、演化、及保存知識的能力，並藉由知識，有計畫地改變企業的行為。

問項

Does the organization have a defined learning agenda?

我們單位同仁會一起討論顧客、競爭者、產品、製造流程等相關資訊。

Is the organization open to discordant information?

我們單位同仁可以放心地公開討論爭論性議題。

Does the organization avoid repeated mistakes?

我們單位同仁可以安心地指出任何疏失，並尋求改善方案。

Does the organization lose critical knowledge when key person leave?

我們單位不會因為某人離職而失去重要的知識。

Does the organization act on what it knows?

我們單位會根據新發現的事實，採取相對應的行動。

參考文獻

Garvin, D.A. (2000), Learning in Action, Harvard Business School Press, Boston, MA. USA (p. 13)