



E-Capacity Building for SMEs

Chinese Taipei
Nana Wang

26 June 2007



What is e-capacity building for SMEs ?

12th APEC Women Leaders Network (WLN) Meeting

Port Douglas, Australia

25-27 June 2007



BOFT

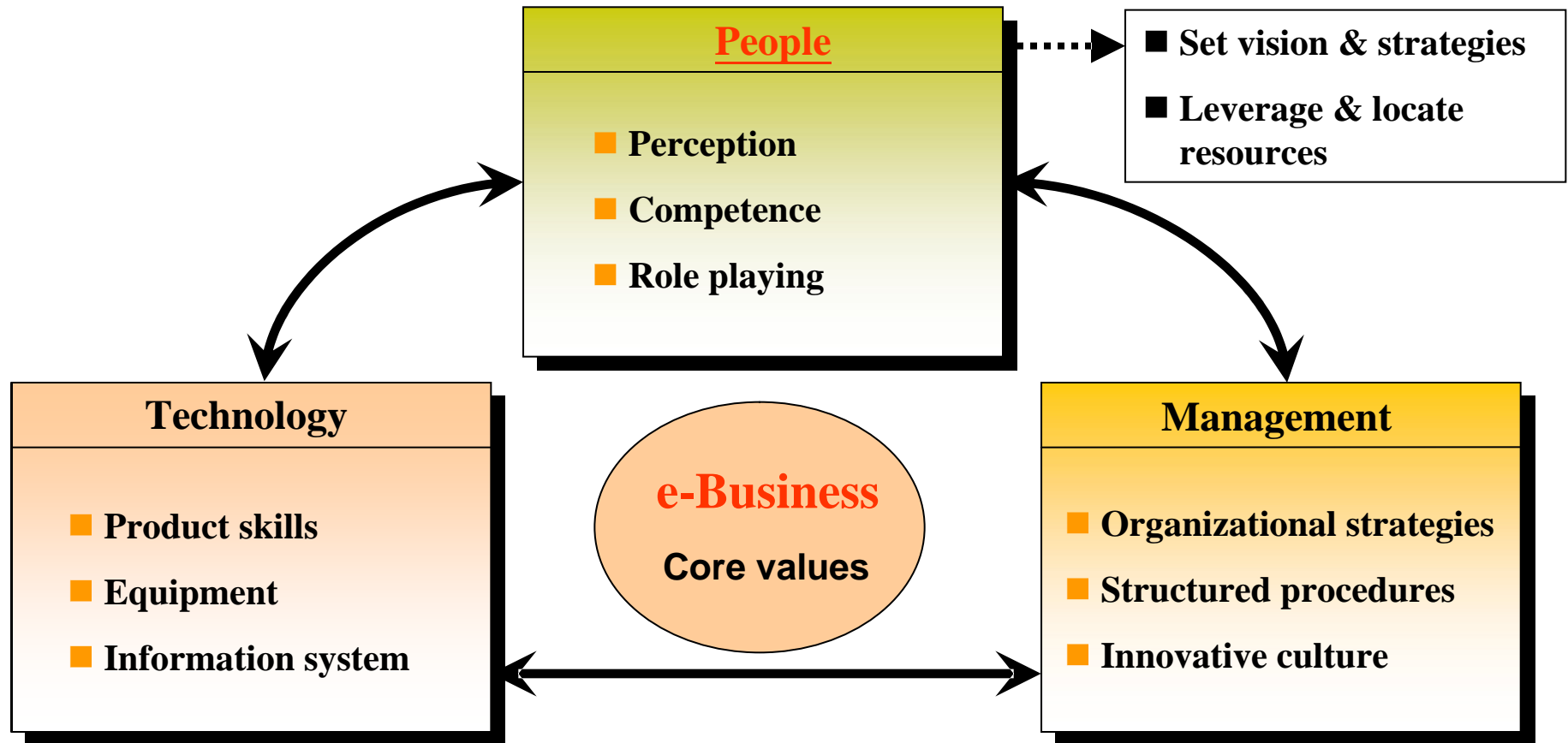
E-Capacity Building for SMEs

Outline

- **Key Factors & Issues**
- **Core Capacity**
- **Capacity Building**
- **Conclusion & Recommendations**

Key Factors & Issues

Key Factors of e-Business for SMEs



External environment:

Emerging trends in technology, economy and society

12th APEC Women Leaders Network (WLN) Meeting

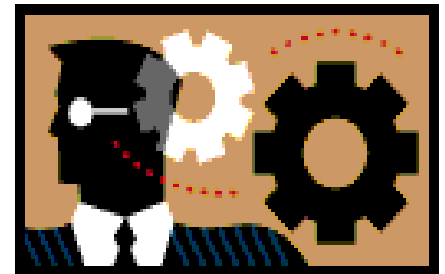
Port Douglas, Australia

25-27 June 2007

Key Factors & Issues

Key Issues of e-Business for SMEs

- **Inadequate professional staff & finance**
- **Incorrect concepts & attitudes**
- **Insufficient awareness**



Core Capacity

- **What abilities do SMEs need?**
- **What is the key challenge?**

Core Capacity

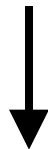
Problem-solving capabilities

Methodology

Identify & analyze problems



Set goals for problem solving



Link decision-making process
with business objectives

Knowledge

- Strategic planning
- Change management
- Risk management
- Innovation management



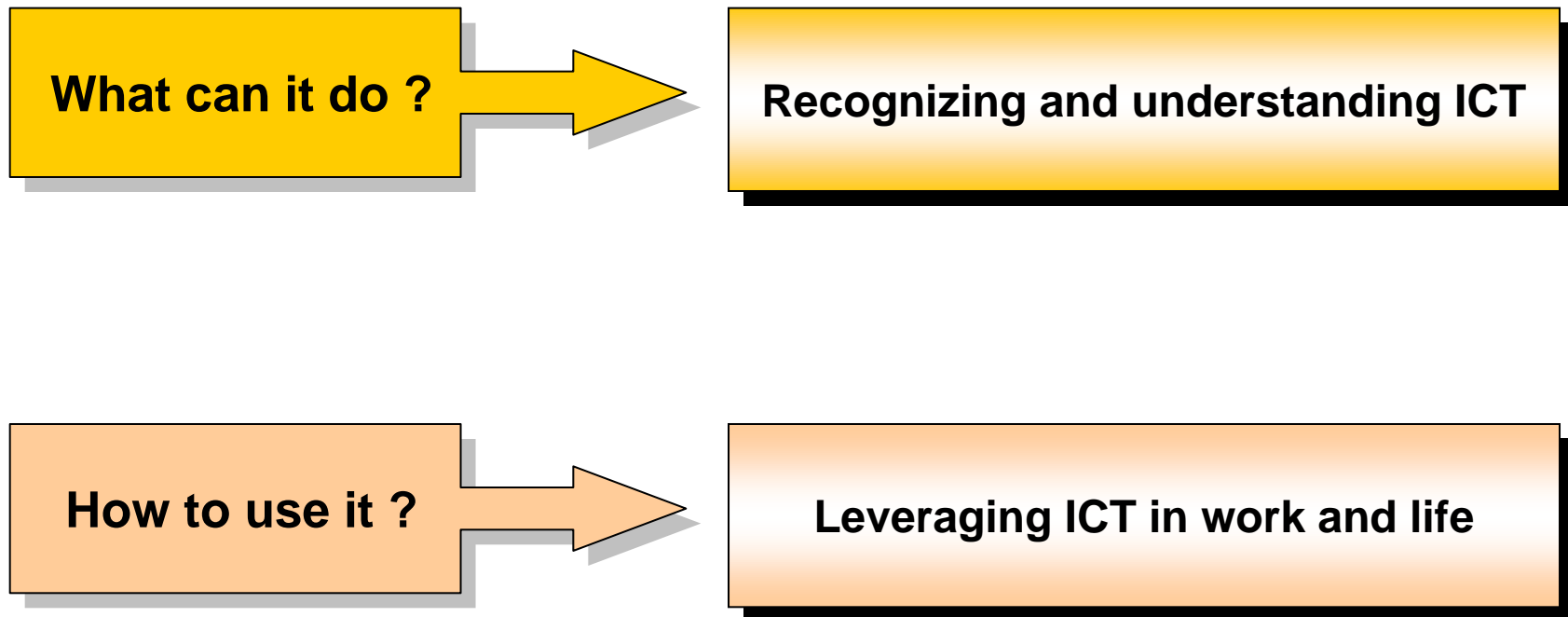
12th APEC Women Leaders Network (WLN) Meeting

Port Douglas, Australia

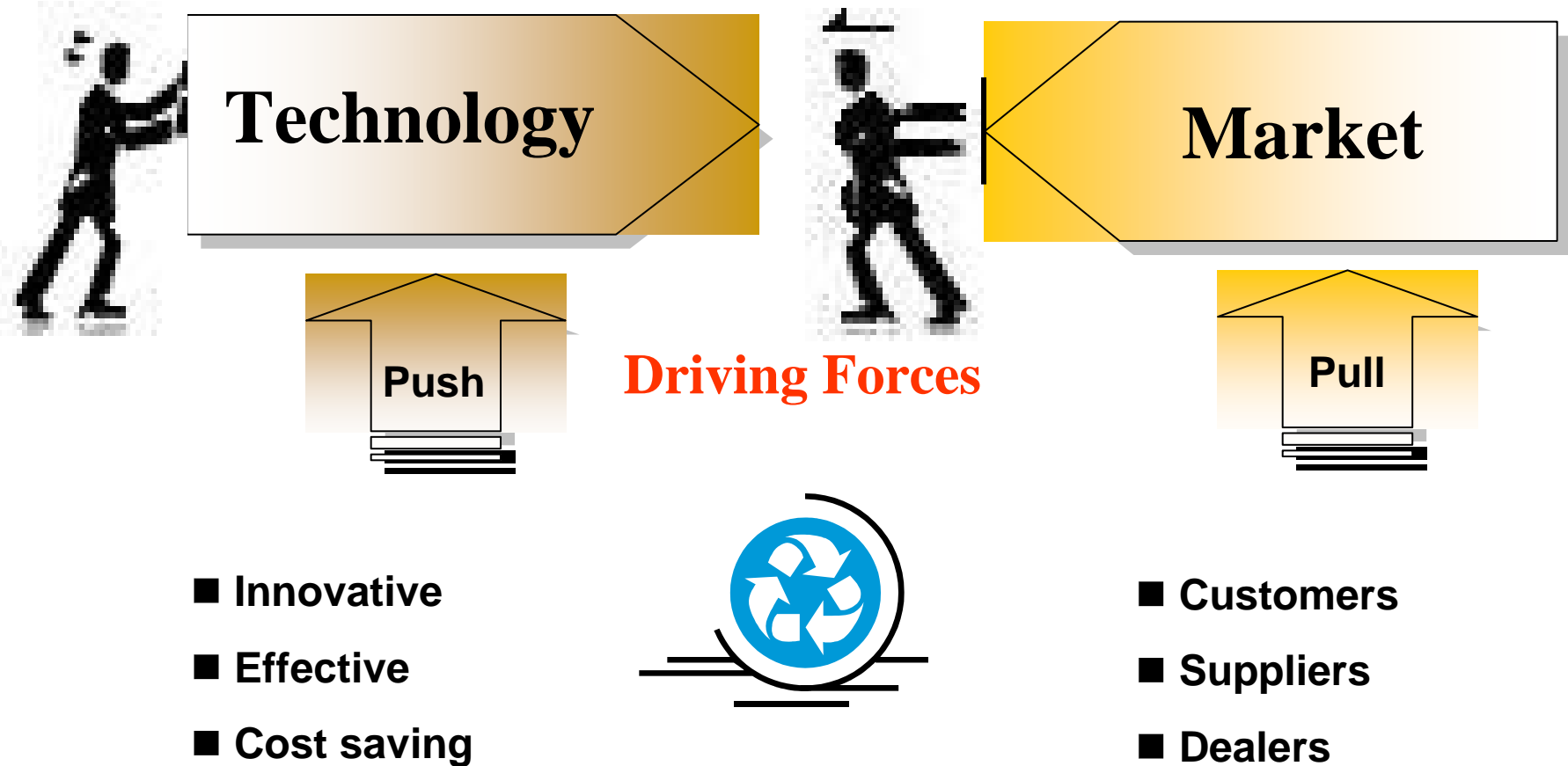
25-27 June 2007

Core Capacity

ICT Capability



Capacity Building - Driving Forces



12th APEC Women Leaders Network (WLN) Meeting

Port Douglas, Australia

25-27 June 2007

Capacity Building

- **Internally from the company's perspective**
- **Externally from the government's perspective**

Capacity Building

How to build from the company's perspective

■ Think logically

- Learn and practice the methods of problem-solving and create the right concepts about e-business

■ Utilize outsourcing

- Learn how to outsource and maintain close relationships with ICT partners

■ Learn to learn

- Keep absorbing the trends of new technology and learn how to learn through individuals and organizations

■ Begin on a small scale

- Try to invest in easy and small-scale endeavours to facilitate progress

Capacity Building

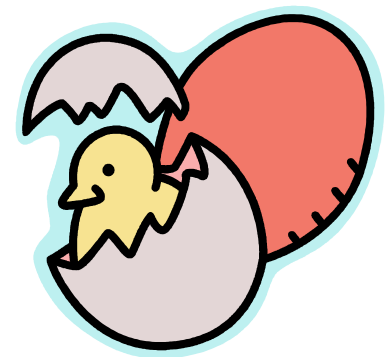
How to build from the government's perspective

■ Provide counselling & guidance

- Create service teams
- Provide on-site diagnostic services
- Assess e-readiness & provide solutions

■ Offer mechanisms for innovative development

- Provide incubation centres
- Help startups or transforming companies
deploy new e-business models



Capacity Building

How to build from the government's perspective

■ Provide pilot projects to learn by doing

- Initiate pilot projects from ICT industries
- Diffuse or expand to other industries
- Learn from the best practices and learn by doing

■ Provide training centres

- Offer e-learning or hands-on courses
- Provide industry-related databases



Conclusions & Recommendations

Conclusions

- **E-business is a long-term learning process. It depends on people to establish the right concepts for adopting and implementing technology in their companies**
- **What capacity do SMEs need?
They need problem-solving and ICT capabilities in addition to driving forces**
- **How can they build?
Two approaches: internally from company, externally from government**

12th APEC W



aders Network (WLN) M



Port Phillip, Austr



5-27 June 2007

Conclusions & Recommendations

Recommendations

■ Knowledge sharing

- Link e-learning or knowledge resource websites to help SMEs learn and create learning communities

■ Capacity building

- Encourage every economy to engage in research related e-business and capacity building for SMEs
- Provide training programs, workshops and forums
- Organize e-business expert groups to contribute their domain expertise



Thank You

**Bureau of Foreign Trade Ministry of Economic Affairs
Director of Information Management Center**

nana@trade.gov.tw

12th APEC Women Leaders Network (WLN) Meeting

Port Douglas, Australia

25-27 June 2007



BOFT