

# 家具組裝 DIY 網頁之研究

## The Study of Furniture Assembly DIY Webpages

企業管理學報

第109期(105年06月)

頁 41-53

詹昀<sup>\*</sup>

Yun Chan

張舜德<sup>\*\*</sup>

Shunder Chang

---

<sup>\*</sup> 特力屋股份有限公司 零售商品管理部 資深採購專員  
Senior Specialist, Retail Merchandising Management Division, Test Rite Retail Co., Ltd.

<sup>\*\*</sup> 國立台北大學企業管理學系教授 (聯絡作者)  
Professor, Department of Business Administration, National Taipei University. (correspondence author).

## 摘要

DIY 組裝說明書的解說圖不易了解，說明文字也不夠精確，導致使用者不會組裝，因此，探討家具組裝 DIY 網頁。

為了使組裝說明更容易了解，本研究將解說圖改為組裝動作，並用多階流程圖清楚說明組裝步驟。為了使說明文字更為精確，本研究採用注意事項、自我檢查表及 Q&A。本研究將流程圖、組裝動作與檢查項目拍攝成影片，上傳 YouTube；並將注意事項及自我檢查表放置於影片下方說明處；同時在 Google+ 設置討論區並與 YouTube 連結。

本研究以「BQ-LD02S 米勒旋轉書架」為範例，說明家具組裝 DIY 網頁，並與傳統紙本說明書作比較，發現改善了許多功能；以及邀請六個人參與實作，六人皆能輕易完成組裝，證實本研究所提之家具組裝 DIY 網頁確實可行。

**關鍵字：**DIY，家具組裝，網頁，流程圖，檢查表

## ABSTRACT

Assembly instructions often come with confusing pictorials and less-than-precise wordings, frequently creating user frustrations, leading to task completion failures. This study attempts to explore DIY webpages as a potential solution to this situation.

To make assembly instructions easier to understand, this study converts standard user guides into piecemeal assembly steps, using multi-level process flows to clarify instructions. To make wording more precise, utilities such as key note points, user checklist, and Q&A are incorporated into the proposed solution. This study edit and record flow charts, assembly steps, and checklists into a video and upload to YouTube. Key points and checklists are inserted into YouTube video page's info section, which is integrated with Google+ discussion forum.

This article uses "BQ-LD02S Miller Rotating Bookshelf" as an example to explain the DIY webpage approach. When benchmarked against traditional paper-based user guides, several areas of improvements are identified. All six users participating in the experiment were able to complete the bookshelf assembly exercise with greater ease, confirming the viability of this study's proposed DIY webpage.

**Keywords:** DIY, Furniture assembly, Webpages, Flow chart, Checklist