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Title: A Synthetic Method for Knowledge Management Performance Evaluation Based on Triangular Fuzzy Number and Group Support Systems

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► This paper is to propose a systematic method which had combined subjective and objective indicators together to solve knowledge management performance evaluation (KMPE) problems. ► An index system is established, involving the process of knowledge management, the organizational knowledge structure, economic benefits and efficiency. ► A synthetic evaluation method is presented, using triangular fuzzy number to measure indexes and facilitating the KMPE with a group support system. ► The empirical study conducted to indicates that the evaluation method has strong practicability and operability.

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