

開南管理學院 91 年度第 1 學期 企業管理研究所 科目教學計劃表

科目代碼	科目名稱	授課教師	修別	開課年級	學分數	每週時數
	中文：生產作業管理	管孟忠	必修	企研一	3	3
	英文：Production and Operations Management	先修課程	No			
教學目標與內容	本課程的目標是要使學生能充分瞭解企業是如何藉由生產與作業管理(Production and Operations Management)創造競爭優勢，同時要提供一套技能與工具，可實際運用於企業內，用來創造市場競爭優勢。課程內容的最終目標，是讓學生瞭解生產作業系統與管理的內涵與作法，本課程理論、實務與工具並重，除了要了解整體作業管理系統觀念外，並使學生具備基本應用作業研究的能力。					
實施方法	講解法。實作法。討論法。演習法。問答法。					
評量方式	Two exams (20%), Written case assignments and "other" (15%), Term project (40%), Class participation (25%)					
授課使用及參考書籍	1. Mark D. Hanna and W. Rocky Newman (2001), "Integrated Operations Management—Adding Value for Customers," Prentice Hall. 1. William J. Stevenson (2001), "Production Operations Management (7th ed.)," by Irwin McGraw-Hill Companies, Inc. 2. Richard B. Chase & Nicholas J. Aquilano (2000), "Production and Operations and Management: Manufacturing and Service (8th ed.)," McGraw-Hill. 3. Jay Heizer and Barry Render (2001). "Operations Management (6th ed.)." by Prentuce-Hall, Inc.					
教學進度：	Week/Chapter Part I LINKING OPERATIONS MANAGEMENT TO SUSTOMER 1 Ch 1: Developing a Customer Orientation 2 補充：電子商務與電子作業(E-commerce and E-Operations) 3 Ch 2: Supply-Chain Strategy : Aligning Operations with Customer Expectations and Supplier Processes 4 Ch 3: Operations Strategy : Aligning Operations within the Firm 4 Ch 4: Designing the Product-Service Bundle Part II SYSTEMS AND TOOLS FOR THE IMPROVEMENT OF CUSTOMER SATISFACTION 5 Ch 5: Total Quality Management 5 Ch 6: Quality Improvement Tools Part III THE PHYSICAL DESIGN OF OPERATIONAL SYSTEMS 6 Ch 7: Designing the Valuc-Adding System 7 Ch 8: Building the Global Supply Chain: Facility Location and Capacity Decision 8 Exam I 9 Chapter 9: Facility Layout Decisions 9 Chapter 10: Job Design Part IV THE MANAGEMENT OF OPERATIONAL SYSTEMS 10 Chapter 11: Aggregate Planning 12 Chapter 12: Supply-Chain Coordination: Master Scheduling and Inventory Decisions 13 Ch 13: Aggregate Planning 14 Ch 14: Planning and Control in Synchronous Value-Adding Systems 15 Ch 15: Planning and Control in Material Requirements Planning Systems Supplement F: Queuing 16 Ch 16: Project Management 17 課程總結 18 Exam II					

說明：1.授課教師於學期前填寫本表，經課程委員會審核後，影印分送給教師所屬課程委員會召集人，授課班級所屬系、所及教務處課務組；並於開始上課時，將本內容向學生說明。2.本表於91.4.23第四次校課程委員會討論通過。

Designer: jimmy

課程委員會召集人：

主任李文雄

授課教師：

管孟忠