

表二

## 104 學年度 商 學院 英語授課課程大綱

<b>課程名稱</b> <b>Course Title</b> <input type="checkbox"/> 模組 <input type="checkbox"/> 個別	(中文) 作業管理
	(英文) Operations Management
<b>課程目標</b> <b>Course Objectives</b>	<p>This course provides an introduction to the field of production and operations management. It is designed to highlight the practical and applied techniques, which can improve the organization's quality and productivity. The course draws upon the students' knowledge of accounting, science, mathematics, management, and statistics. One of the basic functional areas of any enterprise is operations. Operations deals with managing resources or systems to create products or provide services. Then designing, planning, organizing, operating, and controlling of operating systems is the focus of this course including analytical techniques, tools and concepts applicable to managing operations. On completion of this course, students will be able to:</p> <ol style="list-style-type: none"> <li>1. Understand the definition of operations management and establish the fundamental knowledge of operations management, e.g. strategy, forecasting, capacity management, and quality management.</li> <li>2. Examine the role of operations in any organization and examine productivity and a system approach to analyzing operations problems.</li> <li>3. Understand multiple analytical techniques and applications to develop business forecasts.</li> <li>4. Identify the key components of product and service design, and the ways to improve reliability in design decisions.</li> <li>5. Utilize various models and techniques to model complex production systems.</li> <li>6. Identify the key variables that decision makers utilize in addressing the production (aggregate) planning.</li> <li>7. Describe the process of the approaches to project management and explain the kinds of information this process provides.</li> </ol>
<b>課程大綱</b> <b>Course Description</b>	Same as schedule
<b>上課進度</b> <b>Weekly Course Schedule</b>	<ol style="list-style-type: none"> <li>1. Course Introduction</li> <li>2. Introduction to Operations &amp; Supply, Chain Management</li> <li>3. Strategy and Sustainability</li> <li>4. Design of Products and Services</li> <li>5. Strategic Capacity Management</li> <li>6. Manufacturing Processes, Facility Layout</li> <li>7. Service Processes, Health Care</li> <li>8. Six-Sigma Quality, Statistical Quality Control</li> <li>9. Mid-term Exam</li> <li>10. Field Study</li> <li>11. Field Study</li> <li>12. Lean Supply Chains</li> <li>13. Logistics, Distribution and Transportation</li> </ol>

	14. Global Sourcing and Procurement, Inventory Management 15. Final Project Presentation (I) 16. Final Project Presentation (II) 17. Final Exam (Entire Course)
教學方式 Instructional Method	
課程要求 Course Requirements	This class, unless otherwise specifically stated, is to be individual effort. Any student engaged in, or supporting other students engaged in, activities which seek to undermine the integrity of the subject assessment process will receive the penalty according to the school policy at National Chengchi University. These activities include cheating, plagiarism, and collusion.
評量方式 Evaluation	<b>Assessment Task Due Date Value</b> Class Participation 15 % Group Assignment 15 % Mid-term Exam Class Time on Week 10 20 % Group Project Week 15 25 % Final Exam 25% Official Examination Period (Week 17) 25% <b>Total 100 %</b>
教材及參考書目 Textbooks & Suggested Materials	F. Jacobs and R. Chase (2014) Operations and Supply Chain Management, 14th Global Edition, McGraw-Hill Education

申請教師簽章： 

開課單位主管簽章： 