國立東華大學
教學計劃表　Syllabus

課程名稱(中文) Course Name in Chinese	生產與作業管理			學年/學期 Academic Year/Semester		112/1
課程名稱(英文) Course Name in English	Production and Operations Management					
科目代碼 Course Code	IM__M0070	系級 Department & Year	碩士	開課單位 Course-Offering Department		資訊管理學系
修別 Type	選修 Elective	學分數/時間 Credit(s)/Hour(s)		3.0/3.0		
授課教師 Instructor	/黃郁文					
先修課程 Prerequisite						

課程描述　Course Description

The course provides an introduction to the concepts, scope, strategy, design and operations of manufacturing firms and service organizations. The course integrates various areas in quality assurance, product/service design, facility layout, operations processes, material and time allocation, and considers the strategic, tactic, and operations activities of transforming resources into value-added outputs. The issue of competitiveness is addressed with a global perspective. The course also covers analytical methods that are useful in enhancing the management of a firm's operations.

課程目標　Course Objectives

The course provides an introduction to the backgrounds, concepts, analytic methods, and application areas that are useful and important in managing the production and/or service operations of a firm.

	系專業能力 Basic Learning Outcomes	課程目標與系專業能力相關性 Correlation between Course Objectives and Dept.'s Education Objectives
A	培育具備創造與思考能力、服務精神、團隊合作以及國際觀Nurture ability regarding creativity and thinking, spirit of service, teamwork and international view	●
B	培養具備資訊專業知識與技能Nurture professional ability and skill regarding information	
C	培養具備資訊科技與管理領域之知識整合應用能力Nurture integrated ability regarding information technology and management	
D	培養具備解決問題之資訊剖析、組織、整合、應用以及表達的能力Nurture ability of information analysis, organization, integration, application, and expression regarding problem solving	○
E	培養具備獨立研究、領導智能與資訊創新的能力Nurture ability regarding independent research, leadership and information innovation	○

圖示說明Illustration ：● 高度相關 Highly correlated ○中度相關 Moderately correlated

授 課 進 度 表 Teaching Schedule & Content

週次Week	內容 Subject/Topics	備註Remarks
1	Operations and Productivity (Ch 1)/The Global Environment and Operations Strategy (Ch 2)	
2	Project Management (Ch 3)	

3	Forecasting Demand (Ch 4)	
4	Managing Quality (Ch 6); Statistical Process Control (Supplement 6)	
5	No class	
6	Process Design (Ch 7); Capacity and Constraint Management (Supplement 7)	
7	Location Strategies (Ch 8); Layout Strategies (Ch 9)	
8	Human Resources, Job Design and Work Measurement (Ch 10)	
9	Midterm Exam	
10	Supply Chain Management (Ch 11); Supply Chain Management Analytics (Supplement 11)	
11	Managing Inventory_1 (Ch 12)	
12	Managing Inventory_2 (Ch 12)	
13	Aggregate Scheduling and S&OP (Ch 13)	
14	Material Requirements Planning and ERP (Ch 14)	
15	Scheduling for the Short Term (Ch 15)	
16	Lean Operations (Ch 16)	
17	Final Exam	
18	alternative curriculum: self-learning of the course content through field observations	

教 學 策 略 Teaching Strategies

☑ 課堂講授 Lecture ☑ 分組討論 Group Discussion ☐ 參觀實習 Field Trip

☐ 其他 Miscellaneous: Case Studies

教 學 創 新 自 評 Teaching Self-Evaluation

創新教學(Innovative Teaching)

☑ 問題導向學習(PBL) ☑ 團體合作學習(TBL) ☐ 解決導向學習(SBL)

☐ 翻轉教室 Flipped Classroom ☐ 磨課師 Moocs

社會責任(Social Responsibility)

☐ 在地實踐 Community Practice ☐ 產學合作 Industy-Academia Cooperation

跨域合作(Transdisciplinary Projects)

☐ 跨界教學 Transdisciplinary Teaching ☐ 跨院系教學 Inter-collegiate Teaching

☐ 業師合授 Courses Co-taught with Industry Practitioners

其它 other:

配分項目 Items	配分比例 Percentage	多元評量方式 Assessments							
		測驗 會考	實作 觀察	口頭 發表	專題 研究	創作 展演	卷宗 評量	證照 檢定	其他
平時成績 General Performance									
期中考成績 Midterm Exam	20%	✓							
期末考成績 Final Exam	20%	✓							
作業成績 Homework and/or Assignments	25%						✓		
其他 Miscellaneous (Cases)	35%			✓	✓		✓		

學期成績計算及多元評量方式 Grading & Assessments

評量方式補充說明
Grading & Assessments Supplemental instructions

The course will be in a mixed lecture-discussion orientation led by the instructor. All the course materials including homework assignments, case arrangements and announcements will be released through NDHU students' email accounts.

Exams: Midterm and Final

Homework Assignments: Students should submit individual work (hard copy) toward the assignments unless otherwise specified. Assignment will be announced one week before the due date or earlier.

Cases: The material of the cases will be based on, but not limited to, the text book. A group of 2 students (depending on class size) will be randomly designated as the presenters of an assigned case. Each assigned case is required to have a 10-15 minute in-class presentation by ALL the designated student(s); other students will be the discussants. As a discussant, each student should prepare your individual report within 2 pages. Students need to email your case/discussant's report to the instructor one day before the case is going to discuss in the class. Take Case 4 as an example: The due date for the case/discussants' report of Case#4 is 2022/10/23 (before 11pm). The file name of your discussant's report has to save as
"student ID_student name_Case#?" in a format of PDF.

Case preparation: Students are to extend the case to include relevant industry/company information for updated discussion. Quality of case report is assessed based on the analysis of the case itself (1/2) and the extended material (1/2).

教科書與參考書目（書名、作者、書局、代理商、說明）
Textbook & Other References (Title, Author, Publisher, Agents, Remarks, etc.)

Text: Operations Management, Heizer, Render and Munson, 13th ed., 2020, Pearson.
References:
Operations Management, Stevenson, 14th ed., 2020, McGraw Hill.
Operations and Supply Chain Management, Jacobs and Chase, 15th ed., 2018, McGraw Hill.

課程教材網址(含線上教學資訊,教師個人網址請列位於本校內之網址)
Teaching Aids & Teacher's Website(Including online teaching information. Personal website can be listed here.)

其他補充說明 (Supplemental instructions)

1. This course is dedicated for International MBA students/ MSF Junior and Senior students.

2. Office hours:
   Tuesday and Friday 10:00-11:00 am or by appointment
   Room: C318; Ext: 3021; Email: hjw