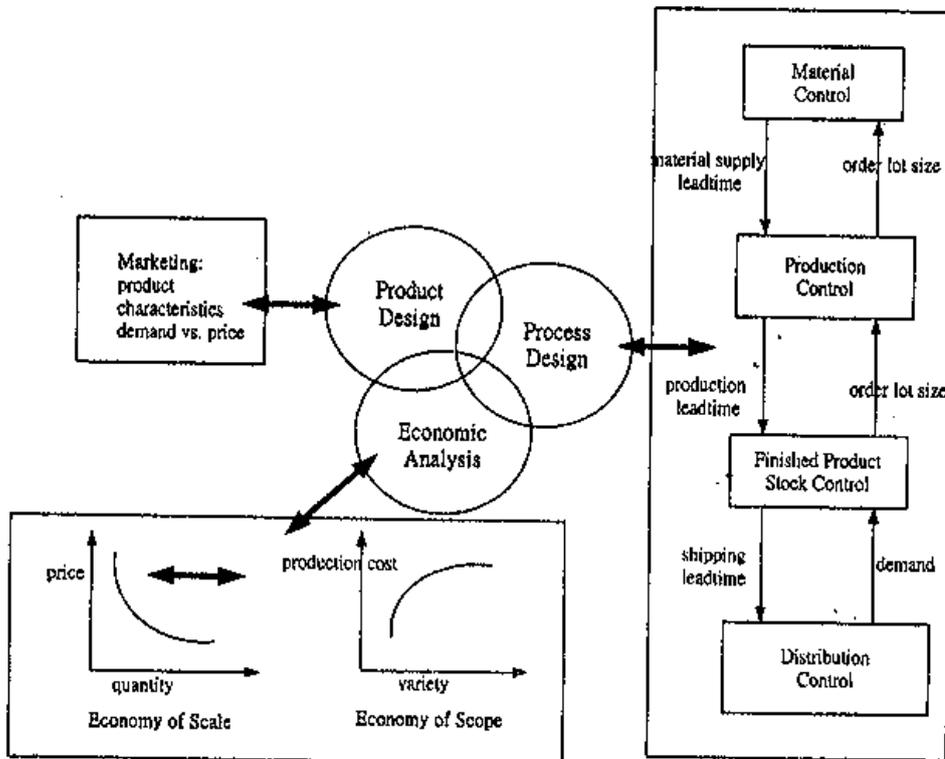
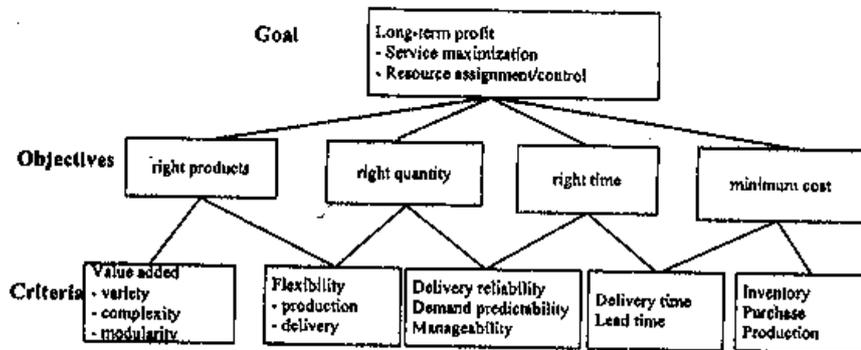


# 國立中央大學九十一年度碩士班研究生入學試題卷

所別: 工業管理研究所 乙組 科目: 生產作業與管理 共貳頁 第一頁

每題二十五分

1. The mission of operations management is to "deliver quality products to the customer at the right time, in the right quantity, and against minimum cost." Refer to the below figures, discuss the concepts of and relations between Supply Chain Management and Just-in-Time Production.



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## 2. Quality Management and Control.

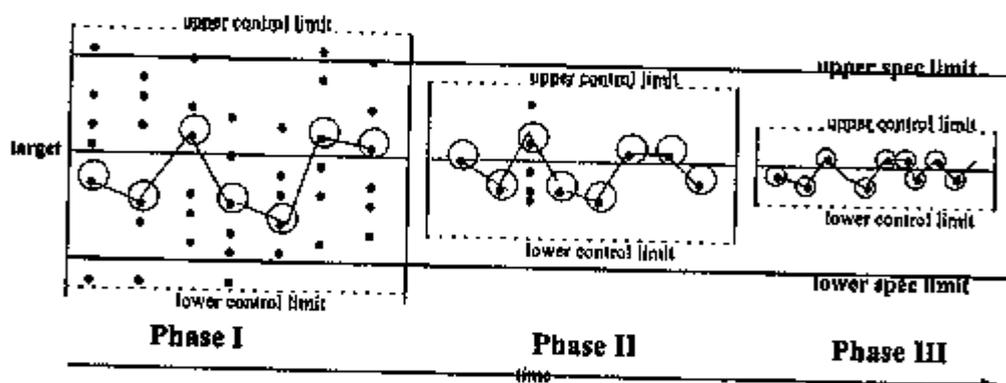
A. "You don't inspect quality into a product; you have to design and build it in."

Discuss the implications of this statement with respect to

(1) *quality of design and quality of conformance*;

(2) the different *costs of quality* (appraisal, internal failure, external failure, and prevention);

B. Refer to the below figure to discuss how the process capability is improved through 3 phases (in terms of the relationship between spec limits and control limits, process capability, and variation reduction) to achieve the defect-free production.



3. 請劃一圖，並以連線與箭頭方向等表示，並詳細說明下列各種規劃等之運作關係：策略產能規劃(Strategic capacity planning)、總合規劃(Aggregate production planning)、主生產排程(MPS)、Rough-cut capacity planning、物料需求規劃(MRP)、產能需求規劃(CRP)、BOM、庫存資料檔等之關係。

4. 若將現代公司的作業策略分類，公司可能於下列之某些項目上有其優勢(Order winner)或某些項目上為其在該產業競爭的起碼門檻水準(Order qualifier)：成本、品質、平均交貨時間、交貨時間變異、隨顧客需求調整改變的能力、新產品上市的速度等；

請舉二產業實例，說明該產業下公司作業策略常隨時間或情況不同而改變的情形。

