

<<生产与作业管理:第七版:英文>>

图书基本信息

书名：<<生产与作业管理:第七版:英文>>

13位ISBN编号：9787810443968

10位ISBN编号：7810443968

出版时间：1998-04

出版时间：东北财经大学出版社

作者：盖泽(美)

版权说明：本站所提供下载的PDF图书仅提供预览和简介，请支持正版图书。

更多资源请访问：<http://www.tushu007.com>

<<生产与作业管理:第七版:英文>>

内容概要

内容提要

本书是美国大学商学院联合体（AACSB）组织编写，专供大学商务、管理专业本科生、研究生层次教学的标准教材。

它具有以下特点：

为生产与作业管理提供了一套综合、实用而非纯理论性的方法；

突出了作业战略、全球竞争、全面质量管理、服务作业、适时制等新兴热点问题；

以解决问题与作出决策为主线贯穿全书；

提供了大量、丰富的实际案例和阅读材料。

作者简介

作者简介

诺曼·盖泽，俄克拉荷马大学工商管理硕士、
博士，得克萨斯A&M大学教授。

任教之前，曾供
职于奥林公司，担任过主任工程师、经理等职务。

他是美国著名的作业与生产管理专家，多家著名学
术期刊的编委、美国大学商学院联合体理事。

书籍目录

CONTENTS IN BRIEF

Part I

PRODUCTION AND OPERATIONS
MANAGEMENT: INTRODUCTION AND
OVERVIEW

Chapter 1

Production and Operations Management (POM): An
Introduction

Chapter 2

Operations Strategy: Using Quality, Cost, and Service as
Competitive Weapons

Chapter 3

Forecasting in POM: The Starting Point for All
Planning

Part II

STRATEGIC DECISIONS: PLANNING PRODUCTS
PROCESSES, TECHNOLOGIES, AND
FACILITIES

Chapter 4

Designing and Developing Products and Production
Processes: Manufacturing and Service Operations

Chapter 5

Production Technology: Selection and Management

Chapter 6

Allocating Resources to Strategic Alternatives

Chapter 7

Long-Range Capacity Planning and Facility Location

Chapter 8

Facility Layout: Manufacturing and Services

Part III

OPERATING DECISIONS: PLANNING
PRODUCTION TO MEET DEMAND

Chapter 9

Production-Planning Systems, Aggregate Planning, and
Master Production Scheduling

Chapter 10

Independent Demand Inventory Systems

Chapter 11

Resource Requirements Planning Systems: Material
Requirements Planning (MRP) and Capacity Requirements
Planning (CRP)

Chapter 12

Shop-Floor Planning and Control in Manufacturing

Chapter 13

Planning and Scheduling Service Operations

Chapter 14

Just-in-Time (JIT) Manufacturing

Chapter 15

Materials Management and Purchasing

PartIV

CONTROL DECISIONS: PLANNING AND
CONTROLLING OPERATIONS FOR
PRODUCTIVITY, QUALITY, AND
RELIABILITY

Chapter 16

Productivity, Teamwork, and Empowennent: Behavior, Work
Methods, and Work Measurement

Chapter 17

Total Quality Management (TQM)

Chapter 18

Quality Control

Chapter 19

Planning and Controlling Projects

Chapter 20

Maintenance Management and Reliability

Appendlxes

A Nonnal Probability Distribution

B Student's t Probability Distribution

C The POM Computer Library

D Linear Progranuning Solution Methods

E Answers to Odd-Numbered Problems

F Glossary

index

CONTENTS

PartI

PRODUCTION AND OPERATIONS MANAGEMENT:
INTRODUCTION AND OVERVIEW

ChapterI

Production and Operations Management (POM) :An Introduction

Historical Milestones in POM

The Industrial Revolution

Post-Civil War Period

Scientific Management

Human Relations and Behavioralism

Operations Research

The Service Revolution

Factors Affecting POM Toaay

Different Ways of Studying POM

Production as a System

Production as an Organization Function

Decision Making in POM .

WRAP-UP:WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOT:

1.1 Scientific Mmagement at Ford' s Rouge Plant

Chapter2

Operations Strategy: Using Quality.Cost.and Service as Competitive Weapons

Today's Global Business Condidons

Reality of Global Competition

U. S. Quality , Flexibility, and Cost Challenges

Advanced Production Technology

Continued Growth of the Service Sector

Scarcity of Production Resources

Social-Responsibility Issues

Operations Strategy

Competitive Priorities of Production

Elements of Operations Strategy

Operations Strategy in Services

Forming Operations Strategies

Evolution of Positioning Strategies

Linking Operations and Marketing Strategies

Variety of Strategies Can Be Successful

Competitiveness of U. S. Manufacturers

WRAP-UP:WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

CASES

SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOTS:

2.1 Optimistic Signals About the Health ofU.S. Manufacturing

2.2 Strategic AUiances

2.3 World Cars Getting Worldlier

2.4 North American Auto Industry Transplants

2.5 Clewing Vp Pays Off

2.6 Recycling and Conservation in Industry

2.7 Ethics Can Boost the Bottom tine

Chapter 3

Forecasting in POM: The Starting Point for All Planning

Qualitative Forecasting Methods

Quantitative Forecasting Models

Forecast Accuracy

Long-Range Forecasts

Short-Range Forecasts

How to Have a Successful Forecasting System

How to Select a Forecasting Method

How to Monitor and Control a Forecasting Model

Computer Software for Forecasting

Forecasting in Small Businesses and Start-Up Ventures

WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

PROBLEMS

CASES

SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOTS:

3.1 Dealings with Risk in Forecasting at Royal Dutch/Shell Group

3.2 Using a Forecasting Expert System at Xerox

3.3 Forecasting Flare Sales at Olin Corporation

3.4 Focus Forecasting at American Hardware Supply

Part II

STRATEGIC DECISIONS: PLANNING PRODUCTS, PROCESSES

TECHNOLOGIES, AND FACILITIES

Chapter 4

Designing and Developing Products and Production Processes: Manufacturing and Service Operations

Designing and Developing Products and Services

Sources of Product Innovation

Developing New Products

Getting New Products to Market Faster

Improving the Designs of Existing Products

Designing for Ease of Production

Designing for Quality

Designing and Developing New Services

Process Planning and Design

Major Factors Affecting Process Design Decisions

Nature of Product/Service Demand

Degree of Vertical Integration

Production Flexibility

Degree of Automation

Product/Service Quality

Types of Process Designs

Product-Focused

process-Focused

Group Technology/Cellular Manufacturing

Interrelationships Among Product Design, Process Design, and Inventory Policy

Process Design in Services

Deciding Among Processing Alternatives

Batch Size and Product Variety

Capital Requirements for Process Designs

Economic Analysis

Assembly Charts

Process Charts

Plant Tours

A Product-Focused, Dedicated Factory: Safety Products Corporation

A Process-Focused Factory: R. R. Donnelley & Sons

A Service Operation: Wal-Mart Regional Distribution Center

<<生产与作业管理:第七版:英文>>

WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

PROBLEMS

CASES

SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOTS:

4.1 What Some U.S. Companies Are Doing to Get New Products to Markets Faster

4.2 Product Design Is Key to U.S. Manufacturing Competitiveness

4.3 Compaq Changes to Produce-to-Order

4.4 Developing a Blueprint for Services

Chapter 5

Production Technology: Selection and Management

Proliferation of Automation

Types of Automation

Machine Attachments

Numerically Controlled (N/C) Machines

Robots

Automated Quality Control Inspection

Automatic Identification Systems (AIS)

Automated Process Controls

Automated Production Systems

Automated Flow Lines

Automated Assembly Systems

Flexible Manufacturing Systems (FMS)

Automated Storage and Retrieval Systems (ASRS)

Trends of the Future

CAD/CAM

Computer-Integrated Manufacturing (CIM)

Characteristics of Factories of the Future

Automation in Services

Automation Issues

High-Tech, Mid-Tech, or Low-Tech Production?

Building Manufacturing Flexibility

Justifying Automation Projects

Managing Technological Change

Worker Displacement, Training, and Retraining

Deciding Among Automation Alternatives

Economic Analysis

Rating Scale Approach

Relative-Aggregate-Scores Approach

WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

PROBLEMS

CASES

SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOTS:

5.1 Gamble on New Technology Pays Off Big

<<生产与作业管理:第七版:英文>>

- 5.2 U.S. Manufacturing Turning to Automation
- 5.3 One of the First N/C Machines
- 5.4 A Breakthrough in Automating the Assembly Line
- 5.5 FMS Switches to Other Products in Seconds
- 5.6 Integrating Information and Automation Technology into Service Operations

Chapter 6

- Allocating Resources to Strategic Alternatives
- Recognizing LP Problems
- Formulating LP Problems
- Solving LP Problems
- Graphical LP Solutions
- Overview of Other LP Solution Methods
- Real LP Problems
- Interpreting Computer Solutions of LP Problems
- WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
- REVIEW AND DISCUSSION QUESTIONS
- PROBLEMS

ASBS

SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOTS:

- 6.1 U.S. Economic Development Threatened by Resource Shortage
- 6.2 Production Resources Are in Short Supply
- 6.3 Linear Programming Cutting Costs at American Airlines
- 6.4 Scientific American Praises the Simplex Method of Linear Programming
- 6.5 The Startling Discovery at Bell Labs

Chapter 7

- Long-Range Capacity Planning and Facility Location
- Long-Range Capacity Planning
- Definition of Production Capacity
- Measurements of Capacity
- Forecasting Capacity Demand
- Ways of Changing Capacity
- Economies of Scale
- Analyzing Capacity-Planning Decisions
- Decision Tree Analysis
- Facility Location
- Factors Affecting Location Decisions
- Types of Facilities and Their Dominant Locational Factors
- Data, Politics, Incentives, and Preemptive Tactics
- Analyzing Retailing and Other Service Locations
- Analyzing Industrial Facility Locations
- Integrating Quantitative and Qualitative Factors into Location Decisions
- WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
- REVIEW AND DISCUSSION QUESTIONS

PROBLEMS

CASES

SELECTED BIBLIOGRAPHY

INDUSTKY SNAPSHOTS:

7.7 Automakers Facing Challenge of the 'Ws Overcapacity

7.2 GM Fmds a LocaUon for Satum

7.3 Mexico Is Attracting More Foreign Plants

7.4 McDonald's Site-Location Softwore

Chaptar 8

Facility Layout: Manufacturing and Services

Manufacturing Pacility Layouts

Materials Handling

Process Layouts

Product Layouts

Cellular Manufacturing (CM) Layouts

Fixed-Position Layouts

Hybrid Layouts

New Trends in Manufacmng Layouts

Analyzing Manufacturing Facility Layouts

Planning Process and Warehouse Layouts

Planmng Product Layouts

Service Facility Layouts

Types of Service Facility Layouts

Analyzing Service Facility Layouts

WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

PROBLEMS

CASES

SELECTED BBLIOGRAPHY

INDUSTRY SNAPSHOT:

8.1 The Nature of Mimufactwng Cells

Part III

OPERATING DECISIONS; PLANNING PRODUCTION TO MEET

DEMAND

Cbapter 9

Production-Planning Systems, Aggregate Planning, and Master Production

Scheduling

Production-Planning Hierarchy

Aggregate Planning

Aggregate Demand

Dimensions of Production Capacity

Sources of Medium-Range Production Capacity

Some Tradilional Aggregate Plans

Criteriafor Selecting Aggregate Plans

Aggregate Plansfor Services

Mathematical Models for Aggregate Planning

Preemptive Tactics

Master Production Scheduling

Objectives of Master Production Scheduling

Time Fences in Master Production Schedules

<<生产与作业管理:第七版:英文>>

Procedures for Developing Master Production Schedules
Demand Management
Weekly Updating of the MPS
MPS in Produce-to-Stock and Produce-to-Order Firms
Length of Planning Horizons
Computerized MPS
Types of Production-Planning and Control Systems
Push-Draining Systems
Push Systems
Pull Systems
Focusing on Bottlenecks
WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
REVIEW AND DISCUSSION QUESTIONS
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY
INDUSTRY SNAPSHOT:
9.7 Aggregate Planning at Sherman-Brown Chemical Company
Chapter 10
Independent Demand Inventory Systems
Opposing Views of Inventories
Why We Want to Hold Inventories
Why We Do Not Want to Hold Inventories
Nature of Inventories
Fixed Order Quantity Systems
Determining Order Quantities
Determining Order Points
Fixed Order Period Systems
Other Inventory Models
Hybrid Inventory Models
Single-Period Inventory Models
Some Realities of Inventory Planning
ABC Classification of Materials
EOQ and Uncertainty
Dynamics of Inventory Planning
Other Factors Affecting Inventory Planning
Computers and Inventory Planning
WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
REVIEW AND DISCUSSION QUESTIONS
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY
INDUSTRY SNAPSHOT:
10.1 Managers Use Computers to Make Inventory Decisions
Chapter 11
Resource Requirements Planning Systems: Material Requirements Planning
(MRP) and Capacity Requirements Planning (CRP)

Material Requirements Planning (MRP)
Objectives of MRP
Elements of MRP
Green Thumb Water Sprinkler Company
Lot-Sizing in MRP
Issues in MRP
From MRP I to MRP II
How MRP Adapts to Change
Evaluation of MRP
Capacity Requirements Planning (CRP)
Load Schedules
WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
REVIEW AND DISCUSSION QUESTIONS
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY
INDUSTRY SNAPSHOT:
11.1 Green Thumb Water Sprinkler Company
Chapter 12
Shop Floor Planning and Control in Manufacturing
Scheduling Process-Focused Manufacturing
Shop-Floor Planning and Control
Order-Sequencing Problems
Assignment Problems
Scheduling Product-Focused Manufacturing
Batch Scheduling
Delivery Schedules: Line-of-Balance Method
Computerized Scheduling Systems
WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
REVIEW AND DISCUSSION QUESTIONS
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY
INDUSTRY SNAPSHOT:
12.1 Finite Loading at SMC
Chapter 13
Planning and Scheduling Service Operations
Nature of Services Revisited
Operations Strategies for Services
Types of Service Operations
Scheduling Challenges in Services
Scheduling Quasi Manufacturing Service Operations
Process-Focused Operations
Product-Focused Operations
Work-Shift Scheduling in Service Operations
Scheduling Customer-as-Participant Service Operations
Nature of These Operations

Waiting Lines in Service Operations
Scheduling Customer-as-Product Service Operations
Nature of These Operations
Using Computer Simulation in Service Operations
WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
REVIEW AND DISCUSSION QUESTIONS
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY
INDUSTRY SNAPSHOT!
13.1 Reality of Competition Opposite the U.S. Service sector
Chapter 14
Just-in-Time (JIT) Manufacturing
The Just-in-Time (JIT) Manufacturing Philosophy
Prerequisites for JIT Manufacturing
Elements of JIT Manufacturing
Eliminating Waste
Enforced Problem Solving and Continuous Improvement
People Make JIT Work
Total Quality Management (TQM)
Parallel Processing
Kanban Production Control
JIT Purchasing
Working Toward Reducing Inventories
Working Toward Repetitive Manufacturing
Benefits of JIT Manufacturing
Success and JIT Manufacturing
WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
REVIEW AND DISCUSSION QUESTIONS
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY
INDUSTRY SNAPSHOT:
14.1 A Revolutionary Way to Streamline the Factory
14.2 Using Queuing Theory to Achieve Time-Based Competition
14.3 JIT Purchasing: Success and Obstacles
14.4 JIT Manufacturing Successes
Chapter 15
Materials Management and Purchasing
Purchasing
Importance of Purchasing Today
Mission of Purchasing
What Purchasing Managers Do
Purchasing Departments in Organizations
Purchasing Processes
Buyers and Their Duties
Make-or-Buy Analysis

<<生产与作业管理:第七版:英文>>

Ethics in Buying
Purchasing: The International Frontier
Just-in-Time (JIT) Purchasing
Logistics
Production Control: Movement of Materials within Factories
Shipments from Factories
Innovations in Logistics
Warehousing
Warehousing Operations
Methods of Inventory Accounting
Contemporary Developments in Warehousing
Expediting
Benchmarking the Performance of Materials Managers
WRAP-UP: WHAT WORLD-CLASS PRODUCTION SYSTEMS DO
REVIEW AND DISCUSSION QUESTIONS
FIELD PROJECTS IN MATERIALS MANAGEMENT
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY
INDUSTRY SNAPSHOTS:
15.1 Allegations of Improper Behavior by Buyers
15.2 Manufacturers and Suppliers Form New Partnerships
15.3 Innovation in Shipping Methods
15.4 Trucking Firms Use Computers
Part IV
CONTROL DECISIONS: PLANNING AND CONTROLLING
OPERATIONS FOR PRODUCTIVITY, QUALITY, AND
RELIABILITY
Chapter 16
Productivity, Teamwork, and Empowerment: Behavior, Work Methods, and
Work Measurement
Productivity and Human Behavior
Multifactor Approach to Measuring Productivity
Labor Productivity
Designing Workers' Jobs
Empowering Workers
Work Methods Analysis
Principles of Motion Economy
How to Do Methods Analysis
Work Measurement
Labor Standards
Time Study
Work Sampling
Predetermined Time Standards
Learning Curves
Arithmetic Analysis
Logarithmic Analysis

<<生产与作业管理:第七版:英文>>

Learning-Curve Tables
Selecting a Learning Rate
Uses and Limitations of Learning Curves
Employees* Health and Safety
WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
REVIEW AND DISCUSSION QUESTIONS
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY
INDUSTRY SNAPSHOTS:
16.1 Low Wages No longer Give Competitive Edge
16.2 Multifactor Approach to Measuring Productivity
16.3 U-S. Productivity and Standard of Living No. 1 in World
16.4 Productivity Improvement with the Motorola Company
16.5 Training Employees for a Competitive Edge
16.6 The Japanese Approach to Job Security and Lifetime Employment
Chapter 17
Total Quality Management (TQM)
Nature of Quality
Dimensions of Quality
Determinants of Quality
Costs of Quality
Traditional Quality Management
Modern Quality Management
Quality Gurus
Quality Drives the Productivity Machine
Other Aspects of the Quality Picture
Emerging Quality Standards
Malcolm Baldrige National Quality Award
The Deming Prize
ISO 9000 Standards
Total Quality Management (TQM) Programs
Top Management Commitment and Involvement
Customer Involvement
Designing Products for Quality
Designing and Controlling Production Processes
Developing Supplier Partnerships
Customer Service, Distribution, and Installation
Building Teams of Empowered Employees
Benchmarking and Continuous Improvement
TQM in Service
Evaluation of TQM
WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO
REVIEW AND DISCUSSION QUESTIONS
PROBLEMS
CASES
SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOTS:

- 17.1 U-S. Quality Is Better, But Needs to Be Best
- 77.2 Deming's Way
- 77.3 The Malcolm Baldrige National Quality Award
- 17.4 Empowered Work Teams at Square D Corporation
- 77.5 World-Class Companies in Benchmarking
- 77.6 Closing the Service Quality Gaps
- 77.7 Examples of TQM in Services
- 77.8 Avoiding the Pitfalls in Installing TQM Programs

Chapter 18

Quality Control

Statistical Concepts in Quality Control

Sampling

Central Limit Theorem and Quality Control

Control Charts

Control Charts for Attributes

Control Charts for Variables

Acceptance Plans

Single, Double, and Sequential Samples

Single-Sample Acceptance Plans for Attributes

Estimating Acceptance Criteria

Single-Sample Acceptance Plans for Variables

Computers in Quality Control

Quality Control in Services

WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

PROBLEMS

CASES

SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOT:

18.1 Statistical Process Control (SPC)

Chapter 19

Planning and Controlling Projects

Project Management

Project-Planning and Control Techniques

Scheduling and Control Charts

Critical Path Method (CPM)

Program Evaluation and Review Technique (PERT)

Project Cost Control Systems

CPM/PERT in Practice

Computer Software for Project Management

An Evaluation of CPM/PERT

WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

PROBLEMS

CASES

SELECTED BIBLIOGRAPHY

Chapter 20

Maintenance Management and Reliability

Repair Programs

Repair Crews, Standby Machines, and Repair Shops

Breakdowns Trigger Repairs and Corrective Actions

Early Parts-Replacement Policies

Letting Workers Repair Their Own Machines

Preventive Maintenance (PM) Programs

PM and Operations Strategies

Automation and the Prominence of PM

Scheduling PM Activities

PM Data Base Requirements

Modern Approaches to PM

Machine Reliability

Secondary Maintenance Department Responsibilities

Trends in Maintenance

WRAP-UP: WHAT WORLD-CLASS PRODUCERS DO

REVIEW AND DISCUSSION QUESTIONS

PROBLEMS

CASBS

SELECTED BIBLIOGRAPHY

INDUSTRY SNAPSHOTS:

20.7 PM at the Source, or Total Preventive Maintenance (TPM)

20.2 GM Uses Computer Monitoring of Machines

20.3 Decision Support System for Aircraft Maintenance Planning at American Airlines

Appendixes

Appendix A

Normal Probability Distribution

Appendix B

Student's t Probability Distribution

Appendix C

The POM Computer Library

Appendix D

Linear Programming Solution Methods

Appendix E

Answers to Odd-Numbered Problems

Appendix F

Glossary

Author Index

Subject Index

版权说明

本站所提供下载的PDF图书仅提供预览和简介, 请支持正版图书。

更多资源请访问:<http://www.tushu007.com>