

1. 請列舉並說明量測 (measure) 或評估 (evaluate) 公司(或組織)的效能 (effectiveness)的方法或模式 (20%)
2. 人力資源管理(Human resource management)主要內容為何? (10%) 說明其與策略性人力資源管理的關係 (5%)
3. 說明 EQ 與 IQ, 以及兩者在管理上的意涵 (15%)

(背面仍有題目,請繼續作答)

4. Please plot a kanban system for a "Seven Eleven" shop (include withdraw and production kanbans). (10%)

5. The Amalgamated Parcel Service is open seven days a week. The Schedule of requirements is :

Day	M	Tu.	Wed.	Th.	F	Sat.	Su.
Number of employees	8	6	6	6	9	5	3

Find the minimum number of employees the Amalgamated Parcel Service must hire. Prepare a workforce schedule for these individuals so that each will have two consecutive days off per week and all staffing requirements will be satisfied. Give preference to the pair S-Su in case of tie. (15%)

6. Information concerning a project is given in the following Table. Indirect project costs amount to \$250 per day. The company will incur a \$ 100 per day penalty for each day the project lasts beyond day 14.

- (a) What is the project's duration if only normal times are used? (10%)
- (b) What is the minimum-cost schedule? (10%)
- (c) What is the critical path for the minimum-cost schedule? (5%)

Table : Project Activity and Cost Data

Activity	Normal time (days)	Normal cost (\$)	Crash time (days)	Crash cost (\$)	Immediate predecessors
A	5	1000	4	1200	None
B	5	800	3	2000	None
C	2	600	1	900	A,B
D	3	1500	2	2000	B
E	5	900	3	1200	C,D
F	2	1300	1	1400	E
G	3	900	3	900	E
H	5	500	3	900	G