1. 請以職場實務來解說

領導與管理有何區別？

知識與智慧有何不同？(10%)  

2. 管理是注重實際應用於自己的生活與工作職場的學域。

請問你的生活或工作職場有哪些管理問題？

你自己認為這些問題的根源是什麼？

應該如何改善？請簡單描述。(10%)  

3. 工業工程與管理是以生產管理及作業管理為主體之領域。

企業目前面臨「微利時代」。而完全競爭市場的長期均衡朝向「無利時代」。

請描述你所熟悉的職場，他們的生產或作業在未來將有哪些重大改變？

你是管理者將如何因應而作變革？也就是因應環境變遷，企業組織及你自己如何維繫生存而使生命永續？(13%)
4. 最近經濟或工商性質的報紙上常提到財務報表上的「第三十五號公報」，請說明此公報的主要核心觀念，和其對工業界的影響。

(17%)  

5. 最近產業界漸漸將許多業務外包(outsourcing)，試分析外包對公司的利與弊，並分析為何會發生公司業務逐漸外包的原因。(17%)  

6. Managing Confrontation (33 分)  
Recent strikes have been mutually devastating to Management and to Labor at Custom Services Manufacturing. Not to mention the displeasure and complaints of their fickle(易生變的) consumers who were only slightly disrupted.

It’s the same old thing, Labor wants more money, and Management wants to pay Labor less money.  
Labor keeps complaining, “My boy Johnnie has holes in his shoes.” Management points to the Financial Statement and argues the rising costs of doing business require reducing benefits and wages this year.

The local economy is not good. The Union can’t call a strike again so soon; the strike fund is depleted. And, if management’s accounting is correct, a strike would probably bankrupt the company.

Management knows they need the specially trained labor. After the last strike, they learned they couldn’t get the help they would need by outsourcing or hiring non-union employees. But, if they cave in(屈服) to all the Labor demands, it wouldn’t matter. Their profits would be zero anyway.

Please describe the conflict of the Labor vs. Management and provide a resolution that could eliminate the conflict.