

# Integration of Lean Production Systems and Agile Manufacturing

張維傑、邱創鈞；柯千禾

E-mail: 9707481@mail.dyu.edu.tw

## ABSTRACT

Lean production systems have been proven effective in enhancing production performance. However, variability induced by market environment and customer demand interrupts the high-mix-low-volume strategy. The objective of the study is to integrate the lean production systems and agile manufacturing to create customer value under the changing environment. A lean-agile production model is developed using system dynamics. In the model, factors influence enterprise competitiveness is represented using causal feedback loops. A real cast factory is used to validate the effectiveness of the lean-agile production model by considering First Time Through (FTT) and Overall Equipment Effectiveness (OEE). Validation results show that the proposed model can enhance manufacturing efficiency, product quality, and equipment utility. Enterprise competitiveness can thus be improved.

Keywords : lean production ; agile manufacturing ; system dynamics ; First Time Through ; Overall Equipment Effectiveness

## Table of Contents

目錄 封面內頁 簽名頁 博碩士論文暨電子檔案上網授權書 iii 中文摘要 iv ABSTRACT v 誌謝 vi 目錄 vii 圖目錄 x 表目錄 xii  
第一章 緒論 1 1.1 研究背景與動機 1 1.2 研究目的 4 1.3 研究範圍與限制 4 1.4 研究方法 7 1.5 研究流程 7 第二章 文獻回顧 10  
2.1 生產系統之定義與演進 10 2.1.1 手工藝生產 11 2.1.2 大量生產 12 2.1.3 豐田式生產 12 2.2 精實生產 20 2.2.1 影響精實生產失敗的因素 22 2.3 敏捷的定義 24 2.3.1 敏捷的特性 26 2.3.2 精實與敏捷的比較 30 2.4 系統動態學簡介 32 2.4.1 因果回饋環路 34 第三章 精實-敏捷生產模式 36 3.1 模式架構 36 3.2 環境因果回饋環路 38 3.3 虛擬式組織因果回饋環路 41 3.4 企業核心能力因果回饋環路 44 3.5 企業整合能力因果回饋環路 48 3.6 企業製造管理能力因果回饋環路 53 第四章 個案績效衡量與結果分析 61 4.1 個案公司簡介 61 4.2 精實-敏捷生產模式導入 63 4.3 精實-敏捷生產動態模式分析 65 4.4 績效衡量指標設定 69 4.5 個案公司績效衡量 79 4.5.1 個案公司首次合格率(FTT)績效衡量 79 4.5.2 首次合格率(FTT)衡量結果與分析 91 4.5.3 個案公司設備總合效率(OEE)績效衡量 93 4.5.4 設備總合效率(OEE)衡量結果與分析 103 第五章 結論與建議 105 5.1 結論 105 5.2 未來研究方向 106 參考文獻 107 圖目錄 圖1-1 研究流程圖 9 圖2-1 生產系統之架構圖 10 圖2-2 豐田生產方式之架構 15 圖2-3 U型佈置-單件流程作業 16 圖2-4 豐田模式4P架構 18 圖2-5 豐田生產制度架構屋 19 圖2-6 生產方式變遷史 21 圖2-7 敏捷製造的核心概念圖 27 圖2-8 敏捷的模型 28 圖2-9 敏捷製造系統模型 29 圖2-10 精實與敏捷的目的結果比較 32 圖2-11 正負性因果示意圖 34 圖2-12 正負因果回饋環路示意圖 35 圖3-1 敏捷-精實生產系統架構圖 37 圖3-2 企業與環境關係圖 38 圖3-3 環境因果回饋環路 40 圖3-4 整合性虛擬組織架構圖 42 圖3-5 虛擬式組織因果回饋環路 43 圖3-6 定義核心能力的三步驟 45 圖3-7 核心能力因果示意圖 46 圖3-8 企業核心能力因果回饋環路 47 圖3-9 供應鏈整合模式 49 圖3-10 一般企業之價值鏈活動 51 圖3-11 企業整合能力因果回饋環路 52 圖3-12 5S活動之意義與目的 53 圖3-13 自?化執行流程圖 57 圖3-14 企業製造管理能力因果回饋環路 58 圖4-1 鑄造流程圖 62 圖4-2 精實-敏捷生產動態模式圖 65 圖4-3 競爭力相對值折線圖 68 圖4-4 傳統合格率 69 圖4-5 傳統生產線合格率的計算 70 圖4-6 首次合格率的計算 71 圖4-7 FC-101791101鑄件2月FTT值 81 圖4-8 FC-520547鑄件2月FTT值 82 圖4-9 FC-101791101鑄件3月FTT值 83 圖4-10 FC-520547鑄件3月FTT值 84 圖4-11 FC-101791101鑄件4月FTT值 85 圖4-12 FC-520547鑄件4月FTT值 86 圖4-13 FC-101791101鑄件5月FTT值 87 圖4-14 FC-520547鑄件5月FTT值 88 圖4-15 FC-101791101鑄件6月FTT值 89 圖4-16 FC-520547鑄件6月FTT值 90 圖4-17 FC-101791101鑄件FTT值折線圖 92 圖4-18 FC-520547鑄件FTT值折線圖 92 圖4-19 A公司OEE值折線圖 104 表目錄 表1-1 2006年國內生產毛額 5 表1-2 我國產業結構(按各產業占GDP比重) 6 表2-1 敏捷的定義 24 表2-2 精實與敏捷不同特性的重要率 30 表2-3 精實製造及敏捷製造區別 31 表3-1 目視管理的項目與道具 54 表3-2 五項因果回饋總表 58 表4-1 案例公司基本資料 61 表4-2 因子量化對應值表 66 表4-3 A公司因子量化表 66 表4-4 A公司改善前後量化值變化表 67 表4-5 競爭力相對值總表 68 表4-6 影響設備稼動率的因素及採取的措施 72 表4-7 設備切換時間分類及措施 74 表4-8 OEE作業時間紀錄表 76 表4-9 OEE六大損失類別及範例 77 表4-10 世界級標準OEE 78 表4-11 FC-101791101生產記錄 80 表4-12 FC-520547生產記錄 80 表4-13 FC-101791101及FC-520547鑄件FFT值總表 91 表4-14 A公司2月生產作業活動時間記錄表 94 表4-15 A公司3月生產作業活動時間記錄表 96 表4-16 A公司4月生產作業活動時間記錄表 98 表4-17 A公司5月生產作業活動時間記錄表 100 表4-18 A公司6月生產作業活動時間記錄表 102 表4-19 A公司OEE值總表(2至6月) 103

## REFERENCES

- 參考文獻一、中文部份 [1] 張百棟 (2006) , 「生產與作業管理」 , 三民書局股份有限公司。
- [2] 陶在樸(1999) , 系統動態學 直擊「第五項修練」奧秘 , 五南圖書。
- [3] 黃楹進(2004) , 「改善」對於企業引進彈性製造系統影響之探討 - 台灣工具機產業之實證研究 , 東海大學 , 工業工程研究所 , 碩士論文。
- [4] 鄭嘉林(2004) , 製鞋業導入豐田生產系統之個案研究 , 大葉大學 , 工業工程學系碩士班 , 碩士論文。
- [5] 小川英次(1991) , ???生產方式?研究 ; 日本經濟新聞社。
- [6] 大野耐一(2001) , 豐田生產方式 , 中衛發展中心。
- [7] Richard L. Daft(2004 , 李再長譯) , 組織理論與設計 , 華泰文化。
- [8] 謝舒萍(2005) , 市場特性、核心能力、組織策略及文化對新產品開發績效之影響 資源投入程度之調和作用 , 成功大學 , 企業管理學系專班 , 碩士論文。
- [9] 麥可波特(1985 , 李明軒、邱如美譯)。Competitive Advantage(競爭優勢) , 天下遠見出版。
- [10] 江瑞坤、大野義男、侯東旭(2007) , 豐田的三位一體生產系統 , 中衛發展中心。
- [11] 林文豪(2008) , 生產績效診斷與評估 , 恒業企管顧問有限公司。二、英文部分 [1] Assembly Magazine, " Nine fatal mistakes in lean " , Vol. 49 NO3 pp. 44(March 2006).
- [2] Akkermans, H. A., Bogerd, P., Yucesan, E., van Wassenhove L. N., " The impact of ERP on supply chain management: Exploratory findings from a European Delphi study " , European Journal of Operational Research , 146, pp. 284 – 301 (2003).
- [3] Browne, J., Sackett, J. and Wortmann, J., " Future Manufacturing systems towards the Extended Enterprise, " Computers in Industry, Vol. 35, pp.235-254 (1995).
- [4] Bessant, J., Brown, S., Francis, D., Meredith, S. and Kaplinsky, R., " Developing Manufacturing Agility in SMEs " , International Journal of Technology Management, Vol. 22, pp. 28-52 (2001).
- [5] Burn, Janice , Peter Marshall and Martin Barnett, " e-Business Strategies for Virtual Organizations " (2002).
- [6] Christopher, M., " The Agile Supply Chain Competing in Volatile Markets, " Industrial Marketing Management, Vol. 29, pp. 37 – 44 (2000).
- [7] Claude, B., Karen, D. L., Daniel, R. and Detmar, S., " Going Global:Using Information Technology to Advance the Competitiveness of the Virtual Transnational Organization, " The Academy of Management Executive, pp.120-127 (1998).
- [8] Closs, D. J., Mollenkopf, D. A., " A global supply chain framework, " Industrial Marketing Management , 33, pp. 37- 44 (2004).
- [9] Daniel Va ' zquez-Bustelo and Luc? ' a Avella, " Agile manufacturing: Industrial case studies in Spain " , Technovation 26, pp. 1147 – 1161 (2006).
- [10] Dyer, J., " Effective interfirm collaboration: how firms minimize transaction costs and maximize transaction value " , Strategic Management Journal, 18 (7), pp. 535-556 (1997).
- [11] Forrester, J. W., " Industrial Dynamics " , M.I.T Press., Mass., (1961).
- [12] Goldman, S.L., Nagel, R.N. and Preiss K. " Agile Competitors and Virtual Organizations: Strategies for Enriching the Customer " . Van Nostrand Reinhold (1995).
- [13] Goldman, S.L., Nagel, R.N. and Preiss K. " Agile Competitors and Virtual Organizations: Strategies for Enriching the Customer " . Van Nostrand Reinhold (1995).
- [14] Hamel, G., " The Concept of Core Competence " , in Hamel and Heene (Eds.) , Competence-Based Competition, Wiley, Chichester (1994).
- [15] Hamel, G. and Prahalad, C.K., " Competing for the Future " ; Harvard Business School Press; Boston, Massachusetts (1994).
- [16] Hines, P., Matthias Holweg, Nick Rich, " Learning to evolve: A review of contemporary lean thinking " , International Journal of Operations & Production Management Vol. 24, Issue: 10, pp. 994 – 1011 (2004).
- [17] Iacocca Institute, " 21st Century Manufacturing Enterprise Strategy " , An Industry-Led View, 1 and 2, Iacocca Institute (PA, Bethlehem) (1991).
- [18] J.M. Sharp, Z. Irani, and S. Desai, " Working towards agile manufacturing in the UK industry " , Int. J. Production Economics 62, pp. 155 - 169 (1999).
- [19] Kidd, P.T., " Agile Manufacturing—Forging New Frontiers " . Addison-Wesley Publishing Company, Wokingham (1994).
- [20] Levary, R.R., " Better Supply Chains Through Information Technology " , Industrial Management, 42(3), pp. 24-30 (2000).
- [21] Lau, R. S. M. and Hurley, N. M., " Creating Agile Supply Chains for Competitive Advantage, " South Dakota Business Review, Vol. LX, No. 1,pp. 1-5 (2001).
- [22] Liker, K. Jeffrey, " The Toyota Way: 14 management principles from theworld ' s greatest manufacturer " , 1 edition, McGraw Hill (2003).
- [23] McCullen, P. and Towill, D.R., " Achieving lean supply through agile manufacturing " , International Journal of Manufacturing Technology and Management, pp. 524-533 (2001).
- [24] Marino, K. E., " Developing Consensus on Firm Competencies and Capabilities " , The Academy of Management Executive, pp. 40-49(1994).
- [25] Nelson, A. and Harvey, F.A.. " Technologies for Training and Supporting Your Agile Workforce. In: Creating the Agile Organization: Models, Metrics and Pilots " .Proceedings 4th Agility Forum Annual Conference. Agility Forum, Bethlehem, PA(1995).

- [26] Naylor, J. B., Naim, M. M. and Berry, D., " Leagility: Integrating the Lean and Agile Manufacturing Paradigm in the Total Supply Chain, " International Journal of Production Economics, Vol. 62, pp. 107-118 (1999).
- [27] Naylor, J. B., Naim, M. M. and Berry, D., " Leagility: Integrating the Lean and Agile Manufacturing Paradigm in the Total Supply Chain, " International Journal of Production Economics, Vol. 62, pp. 107-118 (1999).
- [28] Prahalad, C.K. and Hamel, G., " The Core Competence of the Corporation " , Harvard Business Review, May-June, pp. 79-91 (1990).
- [29] Roberts, E. B., Managerial Applications of System Dynamics, Waltham, MA: Pegasus Communications (1978).
- [30] Rosenzweig, E. D., Roth, A. V., Dean, J., " The influence of an integration strategy on competitive capabilities and business performance: An exploratory study of consumer products manufacturers, " Journal of Operations Management, 21 , pp. 437-456 (2003).
- [31] Sharifi, H. and Zhang, Z., " A Methodology for Achieving Agility in Manufacturing Organizations: An Introduction, " International of Production economics, Vol. 62, pp. 7-22 (1999).
- [32] Sharifi H. & Zhang Z., " Agile manufacturing in practice " , International Journal of Operations & Production Management, Vol 21 No. 5/6,pp. 772-793 (2001).
- [33] Saabeel W., Verduijn T.M., Haggdorn L. , and Kumar K., " A model of virtual organisation: a structure and process perspective " , Electronic Journal of Organizational Virtualness, 4(1), pp.1-17 (2002).
- [34] Tersine, R. J. and Hummingbird, E. A., " Lead-time Reduction: The Search for Competitive Advantage, " International Journal of Operations and Production Management, Vol. 15, pp. 8-18 (1995).
- [35] Tomlinson, James W.C., The joint venture process in international business:India and Pakistan. Cambridge, Mass.: MIT Press(1970).
- [36] Van Hoek, R. I., Harrison, A. and Christopher, M., " Measuring Agile Capabilities in the Supply Chain, " International Journal of Operations & Production Management, Vol. 21, No. 1/2, pp. 126-148 (2001).
- [37] Womack, J.P., Jones, D.T. and Roos, D., " The Machine That Changed the World " , (New York, Rawson Associates) (1990).
- [38] Womack, J.P., Jones, D.T., June 2003. " Lean Thinking: Banish Waste and Create Wealth in Your Corporation " , Simon and Schuster, New York, N.Y (1996).
- [39] Williams, T., Maull, R., Ellis, B., " Demand chain management theory: constraints and development from global aerospace supply webs, " Journal of Operations Management , " 20 (6), pp. 691-706 (2002).
- [40] Womack, J.P., Jones, D.T., " Lean consumption " , Harvard Business Review, Vol: 83(3), pp. 58 (2005a).
- [41] Womack, J.P., Jones, D.T., " Lean Solutions: How Companies and Customers Can Create Value and Wealth Together " , Simon and Schuster, New York, N.Y (2005b).
- [42] Yin, R., Case study research: Design and methods (2nd ed.). Beverly Hills, CA: Sage Publishing (1994).
- [43] Yoshino, Y. M. and Rangan, U. S., " Strategic Alliances-An Entrepreneurial Approach to Globalization " , Boston Massachusetts: Harvard Business School Press (1995).
- [44] Yusuf, Y.Y., Sarhadi, M. and Gunasekaran, A., " Agile manufacturing: Thedrivers, concepts and attributes " , International Journal of Production Economics, 62, pp. 33-43 (1999). 三、網站資料 [1]台灣經濟部，經濟統計指標 - 總體經濟，取自網址：  
<http://www.moea.gov.tw/index.htm>