

應用灰預測於維修備料預測之研究:以印表機維修公司為例

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### 摘要

At present the printer has the uncertainty components itself breakdown, the consumer not to operate, when causes the breakdown or the accident create reverse logistics service demands and so on breakdown. This research take some big printer service business as the object of study, and because of the survey result confirmed this research institute uses the service record has the universality and the representation. The findings showed that the components prepare materials limit in the demand historic information insufficiency situation, in guarantees against damage in the time and guarantees against damage outside the time to be possible to choose the grey forecast or the regression forecast law. This research contribution is providing the printer service business to draw close the actual service components to prepare materials the demand predict that reduces the inventory cost enhancement service quality, and may do for the related manufacturer development service components prepares materials of reference the inventory system.

關鍵字：Reverse Logistics, Grey Forecast, Regression Forecast