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to the shop floor. The decision making problems at this level include which orders and when they can be released. We develop a new order release method which improves the delivery date performance through generating a smoothed production schedule. Finally, at the third level, a modified dispatching rule is proposed to sequence the existing orders at each workstation so that the previously agreed delivery dates can be met. The proposed models at the second and third levels are validated through a number of numerical experiments conducted by simulation studies and the corresponding results are discussed in details.

Keywords: make-to-order hierarchical production planning and scheduling delivery date management production smoothing simulation studies

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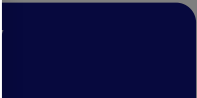
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