朝陽科技大學 091學年度第1學期教學大綱
Total Quality Management 全面品質管理

當期課號	6122	Course Number	6122
授課教師	王淑卿	Instructor	WANG,SHU CHING
中文課名	全面品質管理	Course Name	Total Quality Management
開課單位	資訊管理系(二進)五A	Department	
修習別	選修	Required/Elective	Elective
學分數	3	Credits	3
課程目標	全面品質是從組織文化與文化變革的管理系統。21世紀，顧客期望獲得良好的品質及持續改善。學生在本課程中將學習到全面品質管理的所有方法，也會獲得品質議題的相關實務經驗，瞭解世界級、跨國企業的品質系統與管理概念，包含ISO9000、ISO14000、美國國家品質獎、六標準差、專案管理與策略規劃。	Objectives	Total quality is approached from the organizational culture and a culture change perspective. In the 21st century customers expect quality and continuous improvement is a requirement. The student will develop a practical approach for initiating total quality to achieve organizational excellence. The student will gain practical experience with quality issues and the tools to design, implement, and sustain total quality programs. The student should develop the foundations for understanding a number of quality systems and management concepts that are common today and assumed to be a part of a world class, global organization. These include ISO 9000 and 14000 programs, Baldrige Awards, Six Sigma, Project Management, and Strategic Planning.
教材		Teaching Materials	
成績評量方式		Grading	· Class Participation: 10%. · Term Project: 30%. · Homework: 15%. · Midterm Exam: 20%. · Final Exam: 25%
教師網頁			
教學內容		Syllabus	Total Quality Management (TQM) is the optimisation and integration of all the functions and processes of a business in order to provide for excited customers through a process of continuous improvement. TQM revolves around: Commitment by Senior Management and all employees Effective strategy, vision, mission and goals Customer/ Supplier relationships Communication Tools and techniques for improvement Team work Systems to facilitate improvement and most of all TRUST (The FJCM principle

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