朝陽科技大學 092學年度第2學期教學大綱
Total Quality Management 全面品質管理

當期課號	4147	Course Number	4147
授課教師	周中理	Instructor	CHOU,CHUNG LI
中文課名	全面品質管理	Course Name	Total Quality Management
開課單位	企業管理系(二日)四A	Department	
修習別	選修	Required/Elective	Elective
學分數	3	Credits	3
課程目標	全面品質管理是一滿足內部與外部顧客及供應商的持續改善系統，本課程目標在提供學生基本的全面品質管理基本觀念，以及TQM的實務發展、架構與作法，希能使參與學生透過課程的學習，應用所吸收的TQM知識於未來的職場工作中，獲取效益。	Objectives	Total Quality Management is a system for satisfying internal and external customers and suppliers through both continuous improvements and breakthrough business excellence. This course introduces students to the concepts, philosophy and application of Total Quality Management in today's work place. Emphasis is on the practical considerations of implementing and sustaining TQM in modern organizations. Each student can possess basic TQM ability and apply these knowledge, skills and tools to the work in future.
教材	講授、課堂實務實習與發表、測驗	Teaching Materials	lecture, practices and examinations
成績評量方式	1.到課出席成績:20% 2.實務練習:40% 3.測驗:40%	Grading	1.attendance :20% 2.practices :40% 3.examinations:40%
教師網頁			
教學內容	深入瞭解企業在以品質爲基礎的競爭策略之TQM的發展、架構與作法，著重理論與實務配合之學習，並透過學習獲取完整的全面品管知識。	Syllabus	The purpose of course is to recognize quality-based competition strategy and the development, structures and practices of TQM in depth. Focus on the integration of theories and practices as well as through learning to acquire holistic TQM knowledge.

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