朝陽科技大學 095學年度第2學期教學大綱
Total Quality Management 全面品質管理

當期課號	1176	Course Number	1176
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(四日)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	講義	Teaching Materials	Lecture notes
成績評量方式	1.課堂出席參與成績與練習:40% 2.期中與期末報告:60%	Grading	1.Class Participation and Role Playing :40% 2.Assignment and Term Paper:60%
教師網頁			
教學內容	1.品質策略與TQM介紹 2.中華民國國家品質獎 3.領導與策略規劃專題 4.持續改善與顧客導向－流程管理專題 5.溝通與教育訓練－全員參與：QCC專題 6.全面品質管理之工具專題 7.衡量－品質績效與品質成本專題 8.標竿制度與稽核專題	Syllabus	1.Quality strategy and TQM introduce 2.National quality award 3.leadership and strategic planning project 4.continuous improvement and customer-oriented:processes management project 5.communication and training-employees involved: QCC project 6.the tools of TQM project 7.measurement project- quality performance and quality cost 8.benchmarking and auditing project

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