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	2217	Course Number	2217
授課教師	陳隆昇	Instructor	CHEN,LONG SHENG
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	1.戴久永著，全面品質管理，滄海書局 2.徐世輝著，全面品質管理(二版)，華泰書局	Teaching Materials	
成績評量方式	1.平常成績＆作業40% 2.期中＆期末60%	Grading	1. Attendance & Assignments 40% 2. Mid-term & Final exam 60%
教師網頁	www.cyut.edu.tw/~lschen		
教學內容	1.全面品管導論 2.品管大師的品質理念 3.領導 4.顧客滿意 5.員工參與 6.持續改進 7.供應商管理 8.績效衡量 9.ISO9000＆2000品質系統 10.品管七大手法 11.品質機能展開 12.軟體品質管理 13.TQM策略	Syllabus	1. Introduction of TQM 2. Philosophy of QC masters 3. Leadership 4. Customer Satisfication 5. Employee Involvement 6. Continuous Improvement 7. Supplier Management 8. Key Performance Index 9. ISO 9000& 2000 QCF system 10. QC Seven Tools 11. QFD 12. Software Quality Management 13 TQM Strategies

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