朝陽科技大學 096學年度第1學期教學大綱
Quality Management System Implementation 國際品質管理系統認證與實務

當期課號	1170	Course Number	1170
授課教師	林嵩麟	Instructor	,
中文課名	國際品質管理系統認證與實務	Course Name	Quality Management System Implementation
開課單位	企業管理系(四日)三A	Department	
修習別	選修	Required/Elective	Elective
學分數	3	Credits	3
課程目標	本課程著重國際標準ISO 9001:2000品質管理系統的深入探討，如系統架構、品質管理原則、文件化及基本稽核原理。使學生擁有實踐系統的技能與實務應用之學習，並透過課堂之演練，使能運用於未來職場上。	Objectives	This course teaches students in the skills and activities necessary to recognize and practice the requirements of ISO 9001 quality management system standard. Topics include: Architecture of ISO 9001:2000, Quality Management Principles, Documentation, and Basic Auditing Principles. Each student will be able to integrate theory and practical applications to increase quality performances of organizations in future.
教材	品質管理(一版)，S. Thomas Foster 戴久永審訂，智勝書局出版	Teaching Materials	品質管理(一版)，S. Thomas Foster 戴久永審訂，智勝書局出版
成績評量方式	1.出席率與課堂互動：40% 2.分組報告：30% 3.期末考：30%	Grading	1.Discussion (40%) 2.Case Study (30%) 3.Final Test (30%)
教師網頁	_		
教學內容	全球化經濟發展，使企業經營趨於無國界，企業在面對更多競爭者的競爭壓力下，要如何整合資源、創造價值，並提升產品與經營管理品質，是企業勝出與獲利的重要利器。本課程內容分爲三大部份：分別是全球品質管理基本概念、全球成功企業採行之品質管理方法，及推行品質管理持續改善之實際作法；課程內容從全球品質管理的發展與趨勢，及企業推行品質管理與各種改進的方法，深入淺出地說明基本與尖端的品質概念，並介紹各種品質管理與品質管制之各種工具與應用軟體，並輔以焦點個案分析與研討，以全球成功企業推行供應鏈之品質管理方法及實例，深入瞭解企業推行品質管理之實際作法，使全球品質管理觀念轉化爲易懂的企業實務作法。課程教授大綱如下 1.課程綱要介紹 2.從不同觀點論品質 3.品質理論 3.全球品質與國際品質獎 4.策略品質規劃 5.顧客聲音 6.市場聲音 7.產品與過程設計中的品質 8.品質服務的設計 9.在供應鏈中管理供應商品質 10.品質管理工具 11.品質改進團隊與專案管理 12.以統計爲基礎的品質改進 13.學習品質改進的管理 14.施行與驗證品質系統	Syllabus	To Understand Quality Management , Part 1:Understanding Quality Concepts. Part 2: Implementing Quality. Part 3: Forever Improving the Quality. Students need to understand how the marketing works in the organization, daily operation or management. Therefore, a field on-site case study assigned to students by groups to visit a company to train students' communication skills and really understand how the enterprise use marketing information in the operation or management. 1.Introduction of Quality Concepts. 2.Differing Perspectives Quality. 3.Quality Theory. 4.Global Supply Chain Quality and International Quality Standards. 5.Strategic Quality Planning. 6.The Voice of the Customer. 7.The Voice of the Market. 8.Quality and Innovation in Product and Product Design. 9.Design Quality Services. 10.Managing Supplier Quality in the Supply Chain. 11.The Tools of Quality. 12.Managing Quality Improvement Teams and Projects. 13.Statistically Based Quality Improvement for Variables. 14.Statistically Based Quality Improvement for Attributes. 15.Six-Sigma Management and Tools. 16.Managing Learning for Quality Improvement.

			17.Implementing and Validating the Quality System.

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