

朝陽科技大學 098學年度第1學期教學大綱
Total Quality Management 全面品質管理

當期課號	2766	Course Number	2766
授課教師	徐永年	Instructor	HSU,YUAN NIAN
中文課名	全面品質管理	Course Name	Total Quality Management
開課單位	資訊管理系(四日)四B	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	全面品質管理 戴久永編者 滄海書局	Teaching Materials	全面品質管理 戴久永編者 滄海書局
成績評量方式	期中考 30% 期末考 40% 平時成績 30%	Grading	Grading : Mid-term Project 30% Final Project - 40% Class participation 30%
教師網頁	-		
教學內容	PART 1 TQM基礎篇 1.全面品質管理概論 2.品管大師的品質理念 PART 2 TQM理論與實務篇 3.案例分享(一) 4.領導 5.顧客滿意 6.案例分享(二) 7.員工參與 8.持續改進 9.案例分享(三) 10.供應商夥伴 11.績效衡量 12.案例分享(四) 13.案例分享(五) 14.案例分享(六) 15.案例分享(七)	Syllabus	PART 1 TQM basic page 1.Outline of overall qualitative control 2.Taste the quality idea in charge of the master PART 2 TQM theory and practice page 3.The case is shared (1) 4.Leader 5.The customer is satisfied 6.The case is shared (2) 7.The staff participate in 8.Improve continuously 9.The case is shared (3) 10.Supplier's partner 11.The performance is weighed 12.The case is shared (4) 13.The case is shared (5) 14.The case is shared (6) 15.The case is shared (7)

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