

朝陽科技大學 099學年度第1學期教學大綱  
Total Quality Management 全面品質管理

當期課號	2477	Course Number	2477
授課教師	邵國寧	Instructor	
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C	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	以專題演講方式教學 投影片及補充資料	Teaching Materials	Mode of teaching in lectures, slides and supplementary information
成績評量方式	以心得方式及上課出席及討論情況進行評核	Grading	Way to experience and class to attend and discuss the situation assessment
教師網頁	-		
教學內容	主要介紹醫院各作業流程依相關ISO作業程序進行醫院實務案例討論	Syllabus	The main introduction hospital various works flow according to is related the ISO operational procedure to carry on the hospital practice case discussion

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