

- 課程：全面品質管理(碩專班)
- 老師：蘇朝墩 教授

本學期的全面品質管理碩專班的課程，主要涵蓋的課程內容如下：

This course introduces the theory and framework of Total Quality (including TQM, Six Sigma, ISO 9000 Quality Management System, National Quality Award/Excellence Model, and the others). The basic management principles, methods, procedures, and difficulties in implementing Total Quality will be learned in the course. In addition, participants can learn how to apply Total Quality to pursue business excellence.

老師在首堂課程講解整學期課程的課程涵蓋內容，主要的課程涵蓋主題如下：

1. Total Quality overview
2. VOC, Kano model, and QFD
3. Quality improvement & TPS
4. Quality gurus' philosophy
5. TQM
 - Hoshin management
 - Daily management/QCC
 - Japanese TQM & American TQM
 - TQM implementation
6. Six Sigma
 - Six Sigma overview
 - DMAIC
 - DFSS
 - LSS
7. ISO 9000 Quality Management System
8. National Quality Award/Excellence Model
9. Quality and innovation
10. Service quality
11. Conclusions and future trends

老師上課內容照片



學生報告照片

