

## 全面品質管理 課程綱要

開課單位	碩士專班	授課教師	蘇朝墩	授課學期	111 學年度 第 2 學期		
課程名稱	全面品質管理			人數上限	40		
英文名稱	Total Quality Management						
學分數	3	上課時數	3	先修課程	Quality Control		
<p>課程目標：</p> <p>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.</p>							
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<p>參考書目：</p> <ol style="list-style-type: none"> <li>[1] Handouts</li> <li>[2] Evans, J. R. and Lindsay, W. M., 2017, <i>Managing for Quality and Performance Excellence</i>, Cengage Learning, US</li> <li>[3] Besterfield, D. H., Besterfield-Michna, C., Besterfield, G. H. and Besterfield-Sacre, M., 2003, <i>Total Quality Management</i>, Prentice-Hall International, Inc.</li> <li>[4] Forrest W. Breyfogle III, 2003, <i>Implementing Six Sigma: Smarter Solutions Using Statistical Methods</i>, John Wiley &amp; Sons, Inc.</li> <li>[5] 蘇朝墩，2009，<u>六標準差</u>，前程出版社</li> </ol>							
<p>課程進行方式、課程要求及評分標準：</p> <p>Course handouts will be issued to students. PowerPoint presentations will be used in the classroom. Students will be asked to discuss with classmates on different topics in the class.</p> <p><b>Grading algorithm:</b> Participation: 10%, Assignments: 25%, Projects: 35%, Exam: 30%.</p>							