

國立清華大學工業工程與工程管理學系

NATIONAL TSING HUA UNIVERSITY, DEPARTMENT OF INDUSTRIAL ENGINEERING AND ENGINEERING MANAGEMENT

第四十五期 推廣教育碩士學分班

(107.9-108.1)

課程簡介

課程編號	IEM1070103		類別 (碩士在職專班)	<input checked="" type="checkbox"/> 必修 <input type="checkbox"/> 選修																		
課程名稱	全面品質管理			學分數 3																		
授課教師	姓名	吳建璋 教授	學歷	國立交通大學工業工程與管理學研究所博士																		
	專長	品質工程與管理、製程能力分析、統計推論與應用、六標準差方法與應用																				
上課時段	每週三 晚上 6:30~9:20		上課教室	工程一館 901 教室																		
先修課程	<input checked="" type="checkbox"/> 否 <input type="checkbox"/> 建議_____ <input type="checkbox"/> 必備		人數上限	30 位																		
課程大綱	<p>一、課程說明 (Course Description)</p> <p>本課程旨在對品質管理技術面、管理面及制度面的概念與作法做深入的探討，期能使學生瞭解品質管理之基本觀念及方法，對抽象的觀念有具體的了解。理論與應用並重，以奠定學生日後從事管理及分析的能力。</p> <p>二、教學進度 (Agenda)</p> <table border="1"> <thead> <tr> <th>週次</th> <th>課程進度/內容</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>● Course Introduction (課程簡介)</td> </tr> <tr> <td>2</td> <td>● Introduction to Quality Management (品質管理概述)</td> </tr> <tr> <td>3</td> <td>● The Quality Philosophies and Management Strategies of the Leading Sages (品質大師的品質理念)-Part1</td> </tr> <tr> <td>4</td> <td>● The Quality Philosophies and Management Strategies of the Leading Sages (品質大師的品質理念)-Part2 ● Quality Costs (品質成本)</td> </tr> <tr> <td>5</td> <td>● Kano's Model (Kano品質模式) ● Discussion on Case Study (文獻閱讀/案例討論)</td> </tr> <tr> <td>6</td> <td>● Quality Function Deployment (品質機能展開)</td> </tr> <tr> <td>7</td> <td>● Principles and Practices of TQM (TQM指導原則)-Part1</td> </tr> <tr> <td>8</td> <td>● Principles and Practices of TQM (TQM指導原則)-Part2</td> </tr> </tbody> </table>				週次	課程進度/內容	1	● Course Introduction (課程簡介)	2	● Introduction to Quality Management (品質管理概述)	3	● The Quality Philosophies and Management Strategies of the Leading Sages (品質大師的品質理念)-Part1	4	● The Quality Philosophies and Management Strategies of the Leading Sages (品質大師的品質理念)-Part2 ● Quality Costs (品質成本)	5	● Kano's Model (Kano品質模式) ● Discussion on Case Study (文獻閱讀/案例討論)	6	● Quality Function Deployment (品質機能展開)	7	● Principles and Practices of TQM (TQM指導原則)-Part1	8	● Principles and Practices of TQM (TQM指導原則)-Part2
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上課方式與教材	投影片講授、自製講義、其他補充教材、課堂討論與報告																				
課本及參考書	<p>[1] 李旭華 (2009). 品質管理 (滄海)</p> <p>[2] 戴久永 (2011). 全面品質管理 (滄海)</p> <p>[3] 蘇朝墩 (2010). 品質管理 (前程)</p> <p>[4] 蘇朝墩 (2009). 六標準差 (前程)</p> <p>[5] Besterfield, D. H., Besterfield-Michna, C., Besterfield, G. H. and Besterfield-Sacre, M., (2003). Total Quality Management (3rd edition). Prentice-Hall Inc.</p> <p>[6] Evans, J. R. (2005). Total Quality: Management, Organization and Strategy (4th edition). Thomson South-Western.</p>																				
成績考核	<ul style="list-style-type: none"> Midterm or Reading Report (期中考或心得報告) (30%) Final Exam or Term Project and Presentation (期末考或個案口頭報告) (40%) Class Participation and Homework Assignments (期堂參與情形、作業) (30%) 																				