

Tamkang University Academic Year 109, 1st Semester Course Syllabus

Course Title	TOTAL QUALITY CONTROL AND MANAGEMENT	Instructor	HSU-HUA LEE
Course Class	TLGAM1A MASTER'S PROGRAM IN BUSINESS AND MANAGEMENT, DEPARTMENT OF MANAGEMENT SCIENCES, 1A	Details	<ul style="list-style-type: none"> ◆ General Course ◆ Selective ◆ One Semester
Departmental Aim of Education			
<ul style="list-style-type: none"> I. Become proficient at Management Sciences skills. II. Learn about self-development and personal growth. III. Make connections between theory and practice. IV. Enhance team cooperation and communication. V. Cultivate analytical and decision making skills. VI. Value the sustainable operation of organizations. 			
Subject Departmental core competences			
<ul style="list-style-type: none"> A. Decision-making analysis ability.(ratio:50.00) B. Statistical analysis ability.(ratio:50.00) 			
Subject Schoolwide essential virtues			
<ul style="list-style-type: none"> 1. A global perspective. (ratio:50.00) 2. Information literacy. (ratio:50.00) 			
Course Introduction	This course will cover the theory and practice of Quality Management including the concept, perception, system, and tools of Quality Management.		

The correspondences between the course's instructional objectives and the cognitive, affective, and psychomotor objectives.

Differentiate the various objective methods among the cognitive, affective and psychomotor domains of the course's instructional objectives.

I. Cognitive : Emphasis upon the study of various kinds of knowledge in the cognition of the course's veracity, conception, procedures, outcomes, etc.

II. Affective : Emphasis upon the study of various kinds of knowledge in the course's appeal, morals, attitude, conviction, values, etc.

III. Psychomotor: Emphasis upon the study of the course's physical activity and technical manipulation.

No.	Teaching Objectives	objective methods
1	This course will cover the theory and practice of Quality Management including the concept, perception, system, and tools of Quality Management.	Cognitive

The correspondences of teaching objectives : core competences, essential virtues, teaching methods, and assessment

No.	Core Competences	Essential Virtues	Teaching Methods	Assessment
1	AB	12	Lecture, Discussion	Discussion(including classroom and online), Report(including oral and written), Activity Participation

Course Schedule

Week	Date	Course Contents	Note
1	109/09/14 ~ 109/09/20	Introduction to quality management	
2	109/09/21 ~ 109/09/27	Quality Perception	
3	109/09/28 ~ 109/10/04	Quality System	
4	109/10/05 ~ 109/10/11	QFD	
5	109/10/12 ~ 109/10/18	Kano Model	
6	109/10/19 ~ 109/10/25	FMEA	
7	109/10/26 ~ 109/11/01	QC Tools	
8	109/11/02 ~ 109/11/08	Teaching and learning week	
9	109/11/09 ~ 109/11/15	Outgoing to visit the company	
10	109/11/16 ~ 109/11/22	Midterm Exam Week	

11	109/11/23 ~ 109/11/29	Basic analysis	
12	109/11/30 ~ 109/12/06	Analysis method	
13	109/12/07 ~ 109/12/13	Practice	
14	109/12/14 ~ 109/12/20	Taguchi method	
15	109/12/21 ~ 109/12/27	DOE	
16	109/12/28 ~ 110/01/03	Control charts/ Expert Speech	
17	110/01/04 ~ 110/01/10	Outgoing teaching by joining the conference or visiting company	
18	110/01/11 ~ 110/01/17	Final exam week	
Requirement	Please attend and participate in this course		
Teaching Facility	Computer, Projector		
Textbooks and Teaching Materials	Quality Management		
References	The papers related to Quality Management		
Number of Assignment(s)	(Filled in by assignment instructor only)		
Grading Policy	◆ Attendance : 15.0 % ◆ Mark of Usual : 15.0 % ◆ Midterm Exam : 30.0 % ◆ Final Exam : 40.0 % ◆ Other < > : %		
Note	This syllabus may be uploaded at the website of Course Syllabus Management System at http://info.ais.tku.edu.tw/csp or through the link of Course Syllabus Upload posted on the home page of TKU Office of Academic Affairs at http://www.acad.tku.edu.tw/CS/main.php . ※ Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime to improperly photocopy others' publications.		