

Tamkang University Academic Year 110, 1st Semester Course Syllabus

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| 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 |
| Relevance to SDGs | SDG4 Quality education | | |
| 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 | 110/09/22 ~ 110/09/28 | Introduction to quality management | |
| 2 | 110/09/29 ~ 110/10/05 | Quality Perception | |
| 3 | 110/10/06 ~ 110/10/12 | Quality System | |
| 4 | 110/10/13 ~ 110/10/19 | QFD | |
| 5 | 110/10/20 ~ 110/10/26 | Kano Model | |
| 6 | 110/10/27 ~ 110/11/02 | FMEA | |
| 7 | 110/11/03 ~ 110/11/09 | QC Tools | |
| 8 | 110/11/10 ~ 110/11/16 | Teaching and learning week | |
| 9 | 110/11/17 ~ 110/11/23 | Outgoing to visit the company | |
| 10 | 110/11/24 ~ 110/11/30 | Midterm Exam Week | |

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| 11 | 110/12/01 ~ 110/12/07 | Basic analysis | |
| 12 | 110/12/08 ~ 110/12/14 | Analysis method | |
| 13 | 110/12/15 ~ 110/12/21 | Practice | |
| 14 | 110/12/22 ~ 110/12/28 | Taguchi method | |
| 15 | 110/12/29 ~ 111/01/04 | DOE | |
| 16 | 111/01/05 ~ 111/01/11 | Control charts/ Expert Speech/ Visit company | |
| 17 | 111/01/12 ~ 111/01/18 | Outgoing teaching by joining the conference or visiting company | |
| 18 | 111/01/19 ~ 111/01/25 | 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. | | |