

## Tamkang University Academic Year 112, 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	◆ General Course ◆ Selective ◆ One Semester
Relevance to SDGs	SDG4 Quality education		
D e p a r t m e n t a l   A i m   o f   E d u c a t i o n			
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			
A. Decision-making analysis ability.(ratio:25.00) B. Statistical analysis ability.(ratio:25.00) C. Finance and economics analysis ability.(ratio:10.00) D. Organizational business management ability.(ratio:10.00) E. Teamwork ability.(ratio:10.00) F. Self-management ability.(ratio:10.00) G. Ethics application ability.(ratio:10.00)			
Subject Schoolwide essential virtues			
1. A global perspective. (ratio:20.00) 2. Information literacy. (ratio:20.00) 3. A vision for the future. (ratio:10.00) 4. Moral integrity. (ratio:10.00) 5. Independent thinking. (ratio:10.00)			

6. A cheerful attitude and healthy lifestyle. (ratio:10.00)				
7. A spirit of teamwork and dedication. (ratio:10.00)				
8. A sense of aesthetic appreciation. (ratio:10.00)				
Course Introduction		This course will cover the theory and practice of Quality Management including the concept, perception, system, and tools of Quality Management.		
<p>The correspondences between the course's instructional objectives and the cognitive, affective, and psychomotor objectives.</p> <p>Differentiate the various objective methods among the cognitive, affective and psychomotor domains of the course's instructional objectives.</p> <p>I. Cognitive : Emphasis upon the study of various kinds of knowledge in the cognition of the course's veracity, conception, procedures, outcomes, etc.</p> <p>II.Affective : Emphasis upon the study of various kinds of knowledge in the course's appeal, morals, attitude, conviction, values, etc.</p> <p>III.Psychomotor: Emphasis upon the study of the course's physical activity and technical manipulation.</p>				
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	ABCDEFGFG	12345678	Lecture, Discussion	Discussion(including classroom and online), Report(including oral and written), Activity Participation
Course Schedule				
Week	Date	Course Contents		Note
1	112/09/11 ~ 112/09/17	Introduction to quality management		

2	112/09/18 ~ 112/09/24	Quality Perception	
3	112/09/25 ~ 112/10/01	Quality System	
4	112/10/02 ~ 112/10/08	QFD	
5	112/10/09 ~ 112/10/15	Kano Model	
6	112/10/16 ~ 112/10/22	FMEA	
7	112/10/23 ~ 112/10/29	QC Tools	
8	112/10/30 ~ 112/11/05	Teaching and learning week	
9	112/11/06 ~ 112/11/12	Outgoing to visit the company	
10	112/11/13 ~ 112/11/19	Midterm Exam Week	
11	112/11/20 ~ 112/11/26	Basic analysis	
12	112/11/27 ~ 112/12/03	Analysis method	
13	112/12/04 ~ 112/12/10	Practice	
14	112/12/11 ~ 112/12/17	Taguchi method	
15	112/12/18 ~ 112/12/24	DOE	
16	112/12/25 ~ 112/12/31	Control charts/ Expert Speech/ Visit company	
17	113/01/01 ~ 113/01/07	Final exam week/ Outgoing teaching by joining the conference or visiting company	
18	113/01/08 ~ 113/01/14	Flexible teaching week	
Key capabilities		Problem solving	
Interdisciplinary		STEAM course (S:Science, T:Technology, E:Engineering, M:Math, A field:Integration of Art and Humanist)	
Distinctive teaching		Special/Problem-Based(PBL) Courses	

Course Content	Sustainability issue
Requirement	Please attend and participate in this course
Textbooks and Teaching Materials	Self-made teaching materials:Textbooks, Presentations
References	The papers related to Quality Management
Grading Policy	<p>◆ Attendance : 15.0 %    ◆ Mark of Usual : 15.0 %    ◆ Midterm Exam : 30.0 %</p> <p>◆ Final Exam : 40.0 %</p> <p>◆ Other ( ) : %</p>
Note	<p>This syllabus may be uploaded at the website of Course Syllabus Management System at <a href="http://info.ais.tku.edu.tw/csp">http://info.ais.tku.edu.tw/csp</a> or through the link of Course Syllabus Upload posted on the home page of TKU Office of Academic Affairs at <a href="http://www.acad.tku.edu.tw/CS/main.php">http://www.acad.tku.edu.tw/CS/main.php</a>.</p> <p><b>※ Unauthorized photocopying is illegal. Using original textbooks is advised. It is a crime to improperly photocopy others' publications.</b></p>