

 國立東華大學
教學計劃表 Syllabus

課程名稱(中文) Course Name in Chinese	全面品質管理			學年/學期 Academic Year/Semester	115/1
課程名稱(英文) Course Name in English	Total Quality Management				
科目代碼 Course Code	GSLMM0220	系級 Department & Year	碩士	開課單位 Course-Offering Department	運籌管理研究所
修別 Type	選修 Elective	學分數/時間 Credit(s)/Hour(s)		3.0/3.0	
授課教師 Instructor	/Octavina				
先修課程 Prerequisite					
課程描述 Course Description					
Total Quality Management (TQM) is a management philosophy that emphasizes customer focus, continuous improvement, process management, employee involvement, and leadership to achieve organizational excellence. This course introduces the fundamental principles, methodologies, and practical tools of TQM for improving product and service quality, enhancing operational performance, and creating sustainable competitive advantage. Students will explore the evolution of quality management from the contributions of quality pioneers to contemporary improvement methodologies, including PDCA and Six Sigma. Through case studies, in-class activities, and journal paper presentations, students will critically analyze the implementation of quality management practices across various industries and evaluate their managerial implications, as well as the role of leadership and organizational culture in sustaining continuous improvement and performance excellence.					
課程目標 Course Objectives					
Let student understand the concept and skill of the quality management and enhance their ability to apply these concept and skill in the manufacturing and service industries.					
系專業能力 Basic Learning Outcomes					課程目標與系專業能力相關性 Correlation between Course Objectives and Dept.' s Education Objectives
A	基礎供應鏈與運籌管理知識Foundations on supply chain and logistics management				●
B	供應鏈與運籌之系統管理知識Knowledge on managing systems in supply chain and logistics				○
C	供應鏈與運籌之分析工具知識Knowledge on logical and analytical tools for supply chain and logistics				○
D	語文表達能力Language and communication skills				
圖示說明Illustration：● 高度相關 Highly correlated ○ 中度相關 Moderately correlated					
授課進度表 Teaching Schedule & Content					
週次Week	內容 Subject/Topics				備註Remarks
1	Introduction to Total Quality Management				
2	Foundations of Quality Management				Chapter 1, 2
3	Customer Focus				Chapter 3

4	Workforce Focus	Chapter 4
5	Process Focus	Chapter 5
6	Journal Paper Presentation: TQM Foundations	
7	Quality by Design	Chapter 7
8	Measuring and Controlling Quality	Chapter 8
9	期中考試週 Midterm Exam -- Quiz 1	
10	Process Improvement Methodologies	Chapter 9
11	Implementing Process Improvement	Chapter 9
12	Journal Paper Presentation: Service Excellence	
13	Journal Paper Presentation: Six Sigma Applications	
14	Leadership for Performance Excellence	Chapter 13
15	Building and Sustaining Quality and Performance Excellence	Chapter 14
16	Journal Paper Presentation: Sustainability and Quality 4.0	
17	期末考試週 Final Exam -- Quiz 2	

彈性 教學 規劃 Flexible Teaching Plan	請勾選(至少需勾選1 個項目): Please tick the box(es). (At least one item is required.): ☒ 問題討論 Problem-based Discussion ☐ 翻轉教學 Flipped Classroom ☐ 展演實作 Performance / Practical Presentation ☐ 校外參訪 Off-campus Visit ☐ 講座活動 Lecture / Seminar ☐ 線上作業 Online Assignments ☐ 自主學習 Self-directed Learning ☐ 課業輔導 Academic Support ☐ 實驗操作 Experiment Operation ☐ 遠距教學(同步) Distance Learning (Synchronous) ☐ 遠距教學(非同步) Distance Learning (Asynchronous) ☐ 其他(請填寫) Others (Please specify.): 備註: 本校學期週數自115 學年度起調整為17 週, 為符合1學分18 小時之原則, 請教師規劃安排彈性教學。 Note: From the 115th academic year, the semester will be 17 weeks. Please include flexible teaching activities to meet the required 18 hours per credit.
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教學策略 Teaching Strategies

- ☒ 課堂講授 Lecture ☒ 分組討論 Group Discussion ☐ 參觀實習 Field Trip
- ☒ 其他 Miscellaneous: In-Class Workshop

教學創新自評 Teaching Self-Evaluation

創新教學 (Innovative Teaching)

- ☐ 問題導向學習 (PBL) ☐ 團體合作學習 (TBL) ☒ 解決導向學習 (SBL)
- ☐ 翻轉教室 Flipped Classroom ☐ 磨課師 Moocs

社會責任 (Social Responsibility)

- ☐ 在地實踐 Community Practice ☐ 產學合作 Industry-Academia Cooperation

跨域合作 (Transdisciplinary Projects)

- ☐ 跨界教學 Transdisciplinary Teaching ☐ 跨院系教學 Inter-collegiate Teaching
- ☐ 業師合授 Courses Co-taught with Industry Practitioners

其它 other:

學期成績計算及多元評量方式 Grading & Assessments									
配分項目 Items	配分比例 Percentage	多元評量方式 Assessments							
		測驗 會考	實作 觀察	口頭 發表	專題 研究	創作 展演	卷宗 評量	證照 檢定	其他
平時成績(含出缺席) General Performance (Attendance Record)									
期中考成績 Midterm Exam									
期末考成績 Final Exam									
作業成績 Homework and/or Assignments									
其他 Miscellaneous (_____)									
評量方式補充說明 Grading & Assessments Supplemental instructions									
In-class assignments + participation: 40% Journal paper presentations: 30% Quiz 1: 15% Quiz 2: 15%									
教科書與參考書目(書名、作者、書局、代理商、說明) Textbook & Other References (Title, Author, Publisher, Agents, Remarks, etc.)									
Main textbook Evans, J. R., & Lindsay, W. M. (2024). Managing for Quality and Performance Excellence (12th ed.). Cengage Learning.									
Supplementary materials - Kiran, D. R. (2017). Total Quality Management: Key Concepts and Case Studies. Butterworth-Heinemann. - Luthra, S. (2021). Total Quality Management: Principles, Practices, and Cases. CRC Press. - Montgomery, C. D. (2020). Introduction to Statistical Quality Control (8th ed.). Wiley. - Oakland, J. S. (2020). Total Quality Management and Operational Excellence: Text with Cases (5th ed.). Routledge.									
課程教材網址(含線上教學資訊,教師個人網址請列位於本校內之網址) Teaching Aids & Teacher's Website(Including online teaching information. Personal website can be listed here.)									
其他補充說明 (Supplemental instructions)									
Regular attendance and active participation are expected throughout the semester. Students are encouraged to contribute to class discussions by asking questions, sharing insights, and providing constructive comments on the course materials, case studies, and group discussions. As in-class assignments constitute 40% of the final grade, consistent attendance is important to fully benefit from the learning activities and complete these assignments. Students are also expected to arrive on time and participate respectfully to help create an engaging and collaborative learning environment for everyone.									