

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

第五十一期 推廣教育碩士學分班

(110.9-111.1)

課程簡介

課程名稱	全面品質管理		課程編號	IEEM1100103	學分數	3
上課時間	每週三晚上 6:30~9:20		教室	R901	人數	30位
授課教師	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、資料分析			
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>					
	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	<ul style="list-style-type: none"> ● 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	<ul style="list-style-type: none"> ● 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				
	9	<ul style="list-style-type: none"> ● QC / Management Tools (QC改善技巧) (a) Magnificent Seven (QC七大手法) (b) Seven New Tools (QC新七大手法) 				
	10	<ul style="list-style-type: none"> (c) IE Seven Tools (IE七大手法) (d) Others (PDCA/8Ds/QC Story/QCC...) 				

	<table border="1"> <tr> <td>11</td> <td rowspan="2"> <ul style="list-style-type: none"> Quality Control : SPC (管制圖概念與應用) (a) Control Charts by Attributes (計數型管制圖) (b) Control Charts by Variables (計量型管制圖) (c) Examples with Minitab (案例分析/探討與軟體操作) </td> </tr> <tr> <td>12</td> </tr> <tr> <td>13</td> <td> <ul style="list-style-type: none"> Quality Engineering and Assurance (品質工程與保證方法) </td> </tr> <tr> <td>14</td> <td rowspan="2"> <ul style="list-style-type: none"> Six Sigma Management (六標準差管理) (a) Definition and Concepts of Six Sigma (b) Implementation Steps for Six Sigma (c) Case Study </td> </tr> <tr> <td>15</td> </tr> <tr> <td>16</td> <td> <ul style="list-style-type: none"> Quality Awards (品質獎) </td> </tr> <tr> <td>17</td> <td> <ul style="list-style-type: none"> Term Project Presentation and Discussion </td> </tr> <tr> <td>18</td> <td> <ul style="list-style-type: none"> Term Project Presentation and Discussion </td> </tr> </table>	11	<ul style="list-style-type: none"> Quality Control : SPC (管制圖概念與應用) (a) Control Charts by Attributes (計數型管制圖) (b) Control Charts by Variables (計量型管制圖) (c) Examples with Minitab (案例分析/探討與軟體操作) 	12	13	<ul style="list-style-type: none"> Quality Engineering and Assurance (品質工程與保證方法) 	14	<ul style="list-style-type: none"> Six Sigma Management (六標準差管理) (a) Definition and Concepts of Six Sigma (b) Implementation Steps for Six Sigma (c) Case Study 	15	16	<ul style="list-style-type: none"> Quality Awards (品質獎) 	17	<ul style="list-style-type: none"> Term Project Presentation and Discussion 	18	<ul style="list-style-type: none"> Term Project Presentation and Discussion
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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 用 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%) Term Project and Presentation (個案口頭報告) (40%) Class Participation and Homework Assignments (期堂參與情形、作業) (30%) 														