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開南大學 96 年度第 2 學期 空運管理 學系、所、中心科目教學計劃表

課程編號	1 5 7 0 3 6 4 0 0	<input type="checkbox"/> 必修 <input checked="" type="checkbox"/> 選修	授課教師： 彭效武 老師
班次	1		老師 e-mail : swperng@mail.knu.edu.tw
開課系所：	空運管理學系		老師分機：6230
年級班別：	3 年 進修 班		
課程名稱(中文)		學分數	課程名稱(英文)
全面品質管理		3	Total quality management

教學目標與內容	This volume is a comprehensive introduction to the field of quality management, integrating the emerging body of knowledge in the areas of quality theory, quality assurance, and quality control. The author's practical approach provides examples, allowing readers to participate in and manage quality improvement in manufacturing, government, and service organizations.
實施方法	<input checked="" type="checkbox"/> 講解法 <input type="checkbox"/> 實作法 <input type="checkbox"/> 討論法 <input type="checkbox"/> 演習法 <input checked="" type="checkbox"/> 問答法 <input type="checkbox"/> 其他 _____
評量方式	期中測驗 35% 期末測驗 35% 平時成績 30% 其他 _____ 成績 <input type="checkbox"/> <input type="checkbox"/> %
授課使用及參考書籍	(請按作者、書名、版別、出版商、發行地、出版年份、起訖頁數順序填寫)。 品質管理 (Managing quality: integrating the supply chain, 3/e, T. Foster, Prentice Hall) 李易論 譯 智勝

科目簡介(含課程大綱及教學進度)：

1. differing perspectives on quality 從不同觀點看品質
2. quality theory 品質理論
3. global supply chain quality and international quality standards 全球供應練品質和國際品質標準
4. strategic quality 策略性的品質規劃
5. the voice of the customer 顧客的聲音
6. the voice of the market 市場的聲音
7. quality and innovation in product and process design 產品及流程設計的品質與創新
8. designing quality service 設計高品質的服務
9. managing supplier quality in the supply chain 管理供應練上的供應商品質
10. the tools of quality 品質工具
11. managing quality improvement teams and projects 管理品質改善團對及專案
12. statistically based quality improvement for variables 計量值之統計品質改善
13. statistically based quality improvement for attributes 計數值之統計品質改善
14. six-sigma management and tools 六個標準差管理與工具

說明：  
 1. 授課教師於學期前填寫本表，經課程委員會審核後，影印分送給教師所屬課程委員會召集人，授課班級所屬系、所及教務處課務組；並於開始上課時，將本內容向學生說明。  
 2. 本表於 91.4.23 第四次校課程委員會討論通過。

課程委員會召集人：  
空運系 尹相隆 主任

授課教師：彭效武 p



Kainan University

Department of Air Transportation

Spring Semester 2008 Year Course Syllabus

Course Code No.	Course Title	Instructor	Subject	Level of Course
157036400	Chinese: 全面品質管理	Shiaw-wuu peng	<input type="checkbox"/> required <input checked="" type="checkbox"/> elective	Year: 2008 Class (B):
	English: Total quality management	e-mail/phone ext: swperng@mail.knu.edu.tw/6230	Credits: 3	
<b>Teaching Goals and Content</b>	This volume is a comprehensive introduction to the field of quality management, integrating the emerging body of knowledge in the areas of quality theory, quality assurance, and quality control. The author's practical approach provides examples, allowing readers to participate in and manage quality improvement in manufacturing, government, and service organizations.			
<b>Teaching Methods</b>	<input checked="" type="checkbox"/> lectures <input type="checkbox"/> practical training <input type="checkbox"/> discussion <input checked="" type="checkbox"/> question-and-answer <input type="checkbox"/> other (details _____)			
<b>Grading and Evaluation Criteria</b>	midterm 35%    final 35%    class participation 30% other _____% (details _____)			
<b>Textbooks</b>	(author, title, edition, publisher, place of publication, year of publication, pages covered) Managing quality: integrating the supply chain, 3/e, T. Foster, Prentice Hall			

Course Description (including outline and course schedule):

1. differing perspectives on quality
2. quality theory
3. global supply chain quality and international quality standards
4. strategic quality
5. the voice of the customer
6. the voice of the market
7. quality and innovation in product and process design
8. designing quality service
9. managing supplier quality in the supply chain
10. the tools of quality
11. managing quality improvement teams and projects
12. statistically based quality improvement for variables
13. statistically based quality improvement for attributes
14. six-sigma management and tools

Instructions:

Teachers should fill out this form before the semester begins. After it has been verified by the curriculum committee, the original should be given to the office of curriculum planning and a copy to the head of the department to which the course belongs. In addition, the teacher should explain this syllabus to students at the beginning of a semester.

空運系 尹相隆  
主任

signature of the convener of the curriculum committee

shia-wuu peng  
signature of the teacher

