

Kainan University

Department of IHP

(Fall/Spring) Spring Semester 2008 Year Course Sy llabus

| Course Code No. | Course Title | Instructor | Subject | Level of Course |
|--------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------|-----------------------------------------------------------------------------------|---------------------------------------|
| 100010600 | Chinese: 品質管理 | Wu, Hung-Yi | <input type="checkbox"/> required <input checked="" type="checkbox"/> elective | Year: 2 Class(AorB): |
| | English: Quality Management | e-mail/phone ext: hywu@mail.knu.edu.tw / ext:6103 | Credits:3 | |
| Teaching Goals and Content | The course is to introduce the basic philosophy, system, attitudes, methodologies, tools and techniques, and other relevant important topics of quality management and so forth. It is hoped that this curriculum can provide students with both theoretical concepts and practical examples of quality management, and help them apply the philosophy and skills effectively to achieve lower cost, higher productivity, and enhance competitive ability. | | | |
| Teaching Methods | <input checked="" type="checkbox"/> lectures <input type="checkbox"/> practical training <input checked="" type="checkbox"/> discussion <input checked="" type="checkbox"/> question-and-answer <input type="checkbox"/> other (details _____) | | | |
| Grading and Evaluation Criteria | midterm <u>30</u> % final <u>35</u> % class participation <u>5</u> % other <u>30</u> % (details <u>1. Homework; 2. Report</u>) | | | |
| Textbooks | (author, title, edition, publisher, place of publication, year of publication, pages covered) | | | |
| | Foster, S. Thomas (2007). <i>Managing quality : Integrating the Supply Chain (3rd Ed.)</i> , Prentice Hall. | | | |
| Course Description (including outline and course schedule): | | | | |

課務組 郭惠姍

課務組
97.3.6
收文章

Part I: UNDERSTANDING QUALITY CONCEPTS

- **Week 1: Introduction**
- **Week 2: Ch. 1 Differing Perspectives on Quality** (P.20, F.1-8 *The Deming Value Chain*; P.21, F.1-9 *Basic Economic Level Model*)
- **Week 3~4: Ch. 2 Quality Theory** (P.43, F. 2-4 *The Theoretical Model Underlying the Deming Method*; P.56, T. 2-8 *Quality Improve Content Variables*; P.57, F.2-7 *A Categorization of Quality Management Content Variables*; P.59, F.2-8 *A Theoretical Framework for Quality Management*)
- **Week 5: Ch. 3 Global Supply Chain Quality and International Quality Standards** (P. 67, F. 3-3 *Global Factors That Affect Quality-Related Decisions*; P.73, F. 3-6 *Baldrige Award Framework*; P.85, T.3-10, *Comparison of the Baldrige Award, Deming Prize, and European Quality Award Model*; P. 91, F. 3-8 *European Quality Award Model*; P.88~P.91, ISO9000: T. 3-13~ T. 3-17; P. 92, T.3-18 *ISO14001*)

Part II: DESIGN AND ASSURING QUALITY

- **Week 6: Ch. 4 Strategic Quality Planning** (P.115~116, T. 4-1~T. 4-4 *Cost of Quality*; P.118, F.4-1 *Lundvall-Juran Model*; P.125, F.4-4 *Hoshin Planning*; P.129, F. 4-5 *Life-Cycle Costs of a Hamburger*)
- **Week 7: Ch. 5 The Voice of the Customer** (P. 141, F. 5-1 *Reactive Customer-Driven Quality Model*; P.142, F.5-2 *Four Components of CRM Process*; P.148, F.5-3 *Gaps and the Service Quality Model*)
- **Week 8: Ch. 8 Designing Quality Services** (P.239, F. 8-2 *SERVQUAL Expectations Survey*; P.240, F. 8-3 *SERVQUAL Perceptions Survey*)
- **Week 9: Midterm Exam**
- **Week 10~11: Ch. 9 Managing Supplier Quality in the Supply Chain** (P.264, F. 9-1 *Porter's Value Chain*; P.267, T. 9-1 *Supplier Development Approaches*; P.273, T. 9-3 *QS9000 ISO/TS 16949 Selections*; P.277, T. 9-4 *Alpha and Beta Risk*; P. 279, F. 9-5 *Various OC Curves*)

Part III: IMPLEMENTING QUALITY

- **Week 12~13: Ch. 10 The Tools of Quality** (P. 296, F. 10-1 *Quality System Model*; P.297, F.10-2 *Logical Map of the Order for the Basic Seven (B7) Tools*; P.315, F. 10-20 *Three New Tools for Management*; P.315, F. 10-21 *Four Other New Tools for Management*; P. 316, F. 10-22 *Seven Management and Planning Tools Typical Flow*; P.328, F. 10-33 *Balanced Scorecard Example*)
- **Week 14: Ch. 12 Statistically Based Quality Improvement for Variables** (P.380, T. 12-1 *Variables and Attributes*; P.386, F.12-10 *Control Chart Evidence for Investigation*; P.397, T. 12-4 *Summary of Variables Chart Formulas [\bar{X} , R, X, s, Median]*; P.399, F. 12-18 *Process for Selecting the Right Chart*; P.402, F. 12-21 *Population and Sampling Distributions*; P.402, *Capability Studies: Cpk & Ppk*)
- **Week 15: Ch. 13 Statistically Based Quality Improvement for Attributes** (P.423, T. 13-2 *Summary of Chart Formulas [p , np, c, u]*; P.424, F. 13-8 *Process for Selecting the Right Chart*; P.425, F.13-9 *Bathtub-shaped Hazard Curve*)

Part II: DESIGN AND ASSURING QUALITY

- **Week 16: Ch. 6 The Voice of the Market** (P.176, F.6-2 *Benchmarking Purpose and Quality Maturity*; P.179, T. 6-2 *Benchmarking Data*; P. 188, T. 6-5 *Process Benchmarking Management Process*)
- **Week 17: Ch. 7 Quality and Innovation in Product and Process Design** (P.204, F. 7-2 *QFD Layout: The House of Quality*; P.221, F. 7-14 *FMEA Steps*; P.222, F. 7-16 *FMEA Form*)
- **Week 18: Final Exam**

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.

signature of the convener of the curriculum committee



商學院
院長李文福(乙)

signature of the teacher

課務組
郭惠嫻

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