

開南管理學院九十四學年度第一學期 企業管理 學系科目教學計畫表

科目代碼	科目名稱	授課教師	修別	開課年級	學分數	每週時數
1010 30800	中文：品質管理	吳泓怡	選修	三年 A/B 班	3	3
	英文：Quality Management	先修課程	統計學			
教學目標與內容	介紹品質管理 (QM) 之基本理念、系統制度、態度方法 (Attitudes & Methodologies)、及工具與技術 (Tools & Techniques)、和其它品質相關之重要主題等, 使透過對品質管理之觀念與技巧的瞭解, 有效地應用於品質與績效改善, 以降低成本, 增加生產, 並進而促成競爭力的提昇。					
實施方法	講解法。實作法。討論法。演習法。問答法。					
評量方式	期中測驗 30%。期末測驗 30%。平時成績 20%。報告成績 20%。其他 (出席、回答問題等) 成績: 5 Points。					
授課使用及參考書籍	1. 授課使用書籍:					
	(1) Foster, S. Thomas, Managing Quality: An Integrative Approach, Prentice Hall, 2nd Ed., (智勝), 2004.					
	2. 參考書籍:					
	(1) 劉漢容 著, 品質管制, 三民書局, 2003。					
	(2) 范書愷等 編譯, 品質管理 (The Management and Control of Quality by Evans & Lindsay), 華泰, 2002。					
	(3) 傅和彥/黃士韜 著, 品質管理, 2/e, 前程企業, 2002。					
	(4) 李茂興 譯, 管理概論: 全面品質管理取向 (by Michael J. Stahl), 弘智, 1999。					
	(5) Donna C. S. Summers, Quality, International Ed., Prentice Hall, 高立圖書公司, 1997。					
	(6) 楊素芬 編著, 品質管理, 華泰, 2002。					
(7) 孫本初 審訂, 全面品質管理100種方法 (by Gopal K. Kanji & Mike Asher), 智勝, 2001。						
(8) 鄭清和 著, 品質新七手法實戰, 復文書局, 1994。						
1. 科目大綱:						
講授品質管理 (QM) 之基本觀念、統計製程管制 (Statistical Process Control, SPC)、驗收抽樣計畫 (Acceptance Sampling Plans)、製程能力分析與指標 (Process Capabilities Analysis & Indices)、可靠度 (Reliability)、及其它品質管理相關技術與標準之重要課題等。						
2. 教學進度:						
Week 1: Introduction						
Week 2: Ch. 1 Differing Perspectives on Quality (P.18, F.1-8 The Deming Value Chain; P.20, F. 1-9 Basic Economic Level Model)						
Week 3~4: Ch. 2 Quality Theory (P.41, F. 2-4 The Theoretical Model Underlying the Deming Method; P.53, T. 2-8 Quality Improve Content Variables; P.54, F.2-7 A Categorization of Quality Management Content Variables)						
Week 5: Ch. 3 Global Quality and International Quality Awards (P. 65, F. 3-3 Global Factors That Affect Quality-Related Decisions; P.69, F. 3-5 Balridge Award Framework; P. 86, F. 3-7 European Quality Award Model; P.88~P.91, ISO9000: T. 3-13~ T. 3-17; P. 92, T.3-18)						
Week 6: Ch. 4 Strategic Quality Planning (P.111, Cost of Quality: F.4-1 Lundvall-Juran Model; P.117, F.4-4 Hoshin Planning;)						
Week 7: Ch. 5 The Voice of the Customer (P.134, F.5-2 Four Components of CRM Process; P.139, F.5-3 Gaps and Service Quality Model)						
Week 8: Ch. 8 Designing Quality Services (P.222, F. 8-2 SERVQUAL Expectations Survey; P.224, F. 8-3 SERVQUAL Perceptions Survey)						
Week 9: Midterm Exam						
Week 10~11: Ch. 9 Managing Supplier Quality in the Supply Chain (P.245, F9-1 Porters Value Chain; P.249, T. 9-1 Supplier Development Approaches; P.252, T. 9-3 QS9000 Requirements; P.260, T. 9-7 Alpha and Beta Risk; P. 261, F. 9-4 Variable OC Curves)						
Week 12~13: Ch. 10 The Tools of Quality (P.277, F.10-2 Logical Order For he Basic Seven (B7) Tools; P. 294, N7: F. 10-21 Seven Management and Planning Tools Typical Flow; P.303 PDCA Cycle)						
Week 14: Ch. 12 Statistically Based Quality Improvement for Variables (P.12-10 Control Chart Evidence for Investigation; P.368, T. 12-4 Summary of Variables Chart Formulas [\bar{X} -bar, R, X, s, Median]; P.12-18, F. 12-18 Process for Selecting the Right Chart; P.373)						
Week 15: Ch. 13 Statistically Based Quality Improvement for Attributes (P.390, T. 13-2 Summary of Chart Formulas [p, np, c, u]; P.400, F. 13-8 Process for Selecting the Right Chart; P.392, F.13-9 Bathub-shaped Hazard Curve)						
Week 16: Ch. 6 The Voice of the Market (P.163, F.6-2 Benchmarking Purpose and Quality Maturity; P.166, T. 6-2 Benchmarking Data; P. 173, T. 6-5 Process Benchmarking Management Process)						
Week 17: Ch. 7 Quality in Product and Process Design (P.187, F. 7-2 QFD Layout: The House of Quality; P.203, FMEA: F. 7-15 FMEA Steps; P.205, F. 7-16 FMEA Form; P. 206, FTA: F. 7-17 Fault-Tree Design)						
Week 18: Final Exam						
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:

企管系 李文雄 (印)
主任

授課教師:

副
教授
吳
泓
怡

課務組
94.10.21
收文章

2005.09.27