

## CHUEH-SHENG MEMORIAL LIBRARY WON THE THIRD TAMKANG QUALITY AWARD

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The result of the 3rd Tamkang Quality Award has been revealed, and Chueh-sheng Memorial Library, which joined the competition for the second time, won the big prize. Dr. Flora C. I. Chang, President of TKU, awarded the crystal cup and 150,000 N.T. Dollars to Library in person. “We finally got the prize after all the staff’s hard working together for a long time. This is our honor, and the prize belongs to all of us,” said Huang Hong-chu, Director of the Library.

Director Huang indicated that she learned a lot from the process of the competition. Since 1998, the Library began to improve its quality in management, inviting related experts from domestic and foreign countries to train the staff. And she attributed the reason they won the prize to living up to the motto— “customer first.” “We ask all the staff to care for the need of our customers and to provide the instant and precise service,” said Huang.

Dr. Hsu Ting-chi, Secretary-General of Secretariate and the coordinator of evaluation committee of Tamkang Quality Award, pointed out that the most distinguished feature of Chueh-sheng Memorial Library is that it held educational training regularly. Moreover, it emphasized that customer comes first, and the number of each Key Performance Indication (KPI) and the report of self-evaluation were both accurate and specific. In addition, it offered plenty of information when the evaluation committee came to grade, and had high efficiency to add more materials. Director Huang said, “All of our staff had finished 6-hour communication training in the winter vacation. Whether we participate in the contest for Tamkang Quality Award or not, ‘customer first’ will always be our motto, and we will continue to better ourselves.”

The four units that took part in the contest included Chueh—sheng Memorial Library, Office of the Comptroller, College of Management, and Dept. of Mechanical and Electro—Mechanical Engineering. Dr. Hsu expressed that all of them had good performance. Each participant spared no effort to write the plan of application plan, prepare related documents and remarkable presentation. To the units that intend to join the contest next time, he suggested them to understand the eight important aspects of National Quality Award and the relationships among them first. Furthermore, they have to prepare in advance, establish a concrete KPI and goal model, and make use of PDCA Cycle (Plan—Do—Check—Action) to show their achievement. Most important of all, they must emphasize the spirit of cooperation and improve themselves continuously. ( ~Shu—chun Yen )