

FIVE UNITS COMPETE FOR TKU QUALITY AWARD

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Like the Golden Horse Awards in the renowned film festival in Taiwan, the TKU Quality Award is the top award in TKU. 5 Units including the comeback competitors: the Office of the Comptroller, the College of Management, Information Processing Center and the Office of General Affairs, and the third-time competitor, the Department of Mechanical and Electro-Mechanical Engineering are going all out to compete for the special honor this year. They are trying all their best to show their unique features with secret strategies. The preliminary list after the first round will be out on Dec. 25!

The College of Management was one of the TKU units that received the second round of evaluations in all TKU's 3 competitions for the NQA, and it also competed for the 3rd TKU Quality Award last year, so the College has a lot of rich experiences with the previous competitions. Besides, to carry out the TQM, the College has actively promoted "the Circle of Management," "the Circle of Accounting" and "the Circle of Information Management." Every "Circle" has a meeting a month at least, hoping to discover problems, find their causes and explore solutions. The Dean of the College Chu-ching Wang has explained that the vertical and the horizontal concordance of the College is good, so all departments and institutes have done well in carrying out the mission of the College and have cooperated in the use of resources. In addition, the College has been closely following the improvement suggestions by previous Evaluation Committee Members and trying very hard to improve for the better, so the College is confident to win the Award this time!

The Department of Mechanical and Electro-Mechanical Engineering has applied for the Award twice. This year the Department aims at winning the Award by making persistent efforts and carrying on the National Quality Award spirit

of “pursuing the remarkable and improving continually.” The Department Chair Tzung-hang Lee explains, “In the process of applying for the TKU Quality Award, the whole Department has got involved. Our unique feature is that all of us have participated in striving to win the honor.” Different from the traditional paper application information, the Department has provided the application information on the acrylic fabric board produced by the Departmental equipment. The Department has also invited the Director of Carrie Chang Fine Arts Center Chi-mao Li wrote “Electro-Mechanical Engineering” on it, hoping to show their unique creativity with the acrylic fabric board. Speaking of his feeling, Tzung-hang Lee said, “We calmly face the challenge with full confidence!”

On behalf of the Office of General Affairs, the Documents Section competed for the TKU Quality Award four years ago. This year the Office of General Affairs takes part in the competition as a whole team. The Dean of General Affairs Hoang-ell Jeng said, “Our purpose is to raise our quality with the requirements of TKU Quality Award, so winning the Award is only secondary. I believe that quality starts with daily routine work like losing weight which requires daily exercises. Thus if we want to do it, we will try to do it better in the future than today.” At the same time the Office of General Affairs is having the 1st General Affairs Quality Award, so he has also praised his colleagues in different sections for their hard work in preparing information materials for both competitions.

The Office of the Comptroller competed for the Award last year, and they have come back again for the competition this year. Their team of 15 members has to face the challenges from big teams of other units. The Dean of the Office of the Comptroller Hsin-hui Yen expressed, “The procedures of preparation is like a big examination through which we have found the areas need improvement. ‘Whole staff participation’ is our unique feature. I am deeply moved seeing all colleagues whole-heartedly preparing for competing for the Award. The best reward for us is the revolutionary feelings and cohesive force obtained in the process.”

On behalf of the Information Processing Center, the Operation Management Section competed for the Award 4 years ago. This year the Information Processing Center takes part in the competition as a whole team. In the past, the Information Processing Center contributed a great deal for TKU to obtaining ISO27001 and ISO20000 certificates by impelling and promoting TKU' s TQM. Facing the competition this time, the Director of the Information Processing Center Ming-dar Hwang said, "We have some pressure indeed, but we will whole-heartedly go all out to do a good job. For this competition, all of us will charge forward! For several weekends and nights our colleagues worked overtime preparing information. Working quietly, willingly and hard is the unique feature of our Center!" (~Dean X. Wang)

