

CSQ 59th Annual Meeting & 2023 ISQM: Promoting Sustainability and Transformation in the Industrial, Governmental, and Academic Sectors

Campus focus

The 59th Annual Meeting of the Chinese Society for Quality (CSQ) and the 2023 International Symposium on Quality Management (ISQM) took place grandly on November 18 at the Hsu Shou Chlien International Conference Center of our university. Themed “Sustainable Development and Corporate Transformation,” the event was jointly organized by CSQ and the Department of Business Administration of our university. The conference spanned the entire day, featuring award ceremonies to commend units demonstrating excellence in quality.

The keynote speakers included our university's Chairperson Flora Chia-I Chang, delivering a talk on “Charting Sustainable Education, Surpassing Future Quality,” and Mr. Ching-Fu Hsieh, Chairman of Kenmec Group, presenting on “Creating Excellent Quality of Life.” Additionally, there were 3 forums, and in the afternoon session, 47 papers were presented on topics such as corporate sustainability, the application of AI, and methods to enhance quality. Approximately 280 professionals from industry, government, and academia attended the conference.

In the morning session, the annual meeting of CSQ was held. Certificates were presented to CSQ members and honorary members. Quality Award Director Committee member Tsung-Hsin Hsu was invited to report on the process of the Excellent Business Quality Award evaluation and presented awards. Additionally, awards were given for the ANQ Excellent Quality Practice Model Award, ASA Asian Service Award, Quality Paper Award, Makalot Industry-Academia Applied Paper Award, Master's and Ph.D. Thesis Award, Certification for Quality Professionals, and acknowledgments to sponsoring organizations.

CSQ Chairman Robert Lu expressed gratitude for the strong support from industry, government, and academia. He mentioned that he was honored to

celebrate the 59th annual meeting with everyone, extending special thanks to Tamkang University and the Department of Business Administration for their assistance over the past few months. He stated, “In the rapidly changing landscape of development, as businesses prioritize sustainable operations, they must be prepared to face continuous challenges.” For the joint organization of the annual meeting and symposium with our university, Chairman Lu presented an appreciation plaque to President Keh, titled “Quality Pioneer, Acknowledging Contributions.”

President Keh stated that quality enhancement is a distinctive feature and source of pride for Tamkang University. The relentless pursuit of quality management is a crucial aspect of the organizational culture. Since 1994, the university has organized the TQM Seminar every year. This year, the 30th meeting took place on March 17. President Keh emphasized that Tamkang is currently advancing the AI+SDGs= ∞ initiative, leveraging intelligent technology to achieve infinite competitiveness. The university stands as the first cloud-based smart campus embracing 5G metaverse with zero carbon emissions in Taiwan, having achieved numerous milestones, which will be presented in a results announcement on December 12.

Ms. Yi-Ling Chen, Director-General of the Bureau of Standards, Metrology and Inspection, Ministry of Economic Affairs, attended on behalf of the Ministry. In her speech, she expressed gratitude to CSQ for organizing quality training programs and professional certification over the years. These initiatives have contributed to nurturing quality management talents for the country, exerting a significant influence on enhancing national economic development. Regarding the theme of sustainable development, which emphasizes energy conservation, enhancing energy efficiency, and implementing the transition to net-zero, she stressed the need for joint participation from industry, government, and academia to meet the challenges of digitization.

Ms. Betty Hu, Deputy Director-General of the Administration for Digital Industries, Ministry of Digital Affairs (MODA), emphasized that digitization is a crucial driving force for advancing industries, and digital transformation has become a key factor for the survival of businesses. MODA

aims to play a role as an accelerator, assisting companies in their transformation, promoting the “Tcloud Marketplace” to provide cloud-based solutions, with over 50,000 businesses having already transitioned to the cloud.

In the afternoon, the ISQM featured the presentation of 47 papers, categorized into 7 major themes: “Corporate Sustainable Development and Transformation,” “TQM, Quality Engineering, Reliability Engineering, and Testing,” “Application of Big Data Analysis Techniques in TQM,” “Smart Production and Manufacturing, Application of Artificial Intelligence in the Medical Field,” “Smart Cities, Global Logistics, and Supply Chain Quality Management, Textile and Apparel Quality,” “Service Quality Management, New Retail Services,” “Statistical Quality Control,” and “Application of AI and Machine Learning in Quality Control and Quality Management.” The symposium featured a presentation on the exemplary implementation of quality management by our university, the recipient of the Benchmark Prize, along with Taiwan Trividia Health Inc. They shared insights into outstanding business quality practices. Additionally, 5 forums were held with the following themes: “Discussion on Corporate Product Safety Responsibility Practices in the ESG Era,” “Development and Application of Intelligent Measurement and Sensing,” and “Utilizing Data to Achieve Sustainable Development Leadership and Insightful Analysis for Promoting ESG Excellence.”





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