

## THE OFFICE OF ACADEMIC AFFAIRS AND THE LIBRARY OBTAINED ISO9001 CERTIFICATES

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After the winning of NQ Award, the Office of Academic Affairs and the Library passed ISO9001 requirement and were certified. TKU' s quality management again gained affirmation!

The Dean of Academic Affairs Huan-chao Keh said that the Office had passed the ISO9001 certification requirement, which would help to raise efficiency and potency of the organization, which would also benefit all faculty and students. For example, the processing time for transcript application would be one day instead of 3 days previously. The Director of the Library, Hong-chu Huang pointed out, "The Library takes it as the first priority to serve the users. Passing the ISO9001 certification requirement means the management of the Library has met the international standard according to which the Library service will be better. For instance, if any announcement of the latest news fails to reach the standard, the Library will search for other efficient ways to do it to maintain the faculty' s and students' rights and benefits.

To meet ISO9001 requirements, both the Office of Academic Affairs and the Library started preparing information materials and improving services in June 2008. After the certification, TKU will be reviewed every 3 years to see if it can maintain and carry out the ISO9001 high standards. Regarding the implementation and improvement of the quality control system, Dean Keh and Director Huang will proclaim the importance of various regulations and serving customers in various meetings. Setting up quality related targets and regularly reviewing management execution and control are also important to improve service qualities continually. ( ~Dean X. Wang )