

## Excellence Management Quality Award Site Inspection – Examining Our University's Management Performance

Campus focus

Since our university had applied for the 59th Excellence Management Quality Award to the Chinese Society for Quality, on September 12th, a site inspection was conducted at our Tamsui campus. The inspection was carried out by 3 evaluators: Professor Congxin Xu from the Department of Marketing and Logistics Management at Nankai University of Science and Technology, Supervisor of the Board of Chinese Society for Quality, Chuan-Mei Huang, and Adjunct Associate Professor Ling-Lang Tang from the College of Management at Yuan Ze University. Three vice presidents of our university, first-level supervisors, and contact persons of relevant units attended the evaluation. This award is designed to encourage organizations to utilize the "Excellence Management Performance Model" to enhance their operational performance, achieve organizational robustness, and promote sustainability. Over the past 58 years, it has been awarded 166 times, motivating and assisting both private and public enterprises in Taiwan to improve their product and service quality through the application of advanced quality management practices.

Associate Vice President Chun-Hung Lin began by mentioning that our university had signed an agreement with the Chinese Society for Quality last year, and in the future, both parties will have even closer cooperation to advance towards better quality. He then explained that our university has been promoting Total Quality Management for 31 years and will continue to uphold the PDCA (Plan-Do-Check-Act) spirit to continuously improve quality. He hopes that through the application for the Excellence Management Quality Award and the guidance of the evaluators, our university can progress in the right direction. In his speech, Dr. Xu praised our university for its commitment to quality promotion and expressed hope to discover more of Tamkang University's strengths during the evaluation process.

The evaluation process began with an introduction of our university and the report on "TQM Implementation Status and Performance" by Dr. Lin. Subsequently, reports were given by various supervisors, including Secretary-General Ay-Hwa Andy Liou, Chief Audit Executive Yen-Ling Lin, Dean of Academic Affairs Tzong-Ru Tsai, Dean of Human Resources Yi-Nan Lin, Dean of General Affairs Ruey-Shiang Shaw, and Chief Information Officer Chin-Hwa Kuo. They reported on topics such as "Leadership and Management Philosophy," "Strategic Planning and Innovation," "Learners/Stakeholders and Market," "Human Resource Management," "Operational Management," and "Information and Knowledge Management," discussing their performance and the improvement status of "opportunities for improvement" identified in the self-assessment. They responded to the feedback from the review committee and engaged in on-site questioning. In the afternoon, data review, site inspection, discussions with employees and management, and relevant recommendations were conducted. The final review for this award is scheduled for October, with the award presentation and practical sharing by winning units to take place at the annual conference in November.

