

Tamkang Honored with the CSQ Business Excellence Model Benchmark Prize

Campus focus

Congratulations to our school for once again being recognized for its operational excellence, receiving the Business Excellence Model Benchmark Prize at the 59th Annual Meeting of the Chinese Society for Quality (CSQ) and the 2023 International Symposium on Quality Management (ISQM) held on the morning of November 18 at the Hsu Shou-Chlien International Conference Center on Tamsui Campus. The award was received by President Huan-Chao Keh and Vice President for Administrative Affairs Chun-Hung Lin on behalf of the university, and they were presented with the trophy and certificate. CSQ and our university signed a memorandum of cooperation in 2022, committing to enhancing quality and talent development. The Annual Meeting and Symposium this year were organized by the Department of Business Administration. President Keh served as the chairman of the symposium. In his address, he emphasized, "Quality is the characteristic and glory of Tamkang University. Total Quality Management (TQM) is an essential part of Tamkang's organizational culture and is the DNA of Tamkang people." He then introduced the university's journey and achievements in promoting comprehensive quality management, highlighting recent efforts in digital and net-zero transformations. These initiatives not only enhanced teaching and research capabilities but also provided students with a better learning and innovative environment. The university has received recognition, including the National Sustainable Development Award and the Ministry of Economic Affairs Energy Saving Benchmark Gold Award. Moving forward, President Keh pledged to lead the university in continuous efforts towards the vision of $ESG+AI=\infty$.

In the report, Chairman Tsung-Hsin Hsu of the Review Committee expressed strong affirmation for the university's comprehensive and excellent operational capabilities, especially highlighting the impressive aspects of the 3i (iClass Learning Management Platform, iSignal Recognition and Early

Warning Mechanism, iCan Smart Employment Matching System). Additionally, he acknowledged the university's internationalization and future-oriented performance, aligning well with ESG principles. The deep-rooted quality demonstrated in this manner has mitigated the impact of declining birth rates on the university. He further emphasized that an excellent operational system encompasses three major dimensions: "leadership," "system," and "continuous Improvement." The organization's mission, values, and vision should not remain mere slogans but should be genuinely practiced, transforming them into driving forces that lead the organization in continuous improvement and strengthening.

Chairperson Flora Chia-I Chang was invited to deliver a special lecture titled "Sketching Sustainable Education Beyond Future Quality." During her speech, she covered topics such as the "Tamkang Quality Mechanism," "Future Career Trends," "Promoting Quality Sustainability," and "Outlook on Sustainable Future." In her presentation, she explained that future learning involves "using foresight thinking to help individuals and organizations discern hidden trends and emerging issues, anticipate possible events, and further develop diverse choices for a "desirable" future for individuals and organizations." She also referenced the lecture given by Dr. Riel S. Miller on campus in September, emphasizing the need to cultivate "future literacy" to adapt to a more diverse changing world and to create a "desirable" future.



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續教育 超越未來品質

學校財團法人 董事長



改變是生命的定律，而那些只看過去
和現在的人一定會錯過未來。
-- 約翰甘迺迪 (美國第 35 任總統)

*"Change is the law of life. And those who look only to
the past or present are certain to miss the future."*

- John F. Kennedy

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