

## TQM Seminar: Exploring New Chapters in Leadership Wisdom and Green Practices Together

Campus focus

On the morning of March 29, the Office of Quality Assurance Audit held the “2023 Academic Year Total Quality Management Seminar” at the Chang Yeo Lan International Conference Hall, Hsu Shou–Chlien International Conference Center. The theme was “Exploring a New Chapter in Total Quality Management: Leadership Wisdom and Green Practices” (「領航全面品質管理的新篇章：領導智慧與綠色實踐」). President Huan–Chao Keh, Chairperson Flora Chia–I Chang, 3 vice presidents, first– and second–level supervisors, faculty members, and staff for over 350 people attended.

“Tamkang's Futurology is Sustainability,” Chairperson Chang stated in her address. This year marks the 31st year of promoting Total Quality Management (TQM), requiring a reevaluation of TQM's impact on Tamkang. Following this, speakers introduced perspectives on “leadership” and “sustainability,” hoping to convey to colleagues how to integrate servant leadership principles with the direction of a sustainable future. They particularly emphasized the top 10 service principles, with “serving others as the highest priority,” to promote Tamkang's future. President Keh affirmed the school's effective promotion of TQM over the past 31 years, using it as the cornerstone of academic governance, employing digital transformation and sustainable development strategies. This aligns with the goal of “AI+SDGs= $\infty$ ,” staying abreast of the times, promoting the “Three Objectives of Education,” establishing a cloud–based intelligent sustainable university, and jointly creating a smart future for Greater Tamsui, moving towards “TQM2.0.”

The first keynote speech was conducted by Dr. Shih Ling Lin, President of Providence University, on the topic of “Building a Sustainable Campus through Servant Leadership Rooted in Love and Justice.” Dr. Lin elaborated on the concept of “servant leadership,” which stems from love, prioritizing the needs and interests of others above one's own. This approach not only

enhances individual effectiveness but also contributes to societal sustainability. Dr. Lin drew examples from Western figures like Albert Schweitzer, Martin Luther, Tagore, and Eastern philosophers like Laozi, all exemplifying a focus on serving others. "Accurate and courageous self-awareness is the first step to taking correct action!" Dr. Lin believes that as servant leaders and educators of Generation Z, it is crucial to consider how to adapt educational strategies to meet their learning motivations. This involves enhancing their narrative expression, problem-solving abilities, and self-confidence. In terms of work values, adjustments in job assignments should align with individual characteristics and strengths, allowing individuals to realize their value and unleash their talents fully.

The second keynote speech featured Mr. Daniel Chu, Chairman of Unity Sustainability Services Co., Ltd., discussing "Green TQM and Sustainable Governance." He emphasized the core of sustainable development, which lies in meeting the needs of contemporary and intergenerational well-being, highlighting the coordinated development of environmental, social, and economic elements. Corporate boards should formulate policies and guidelines for sustainable development, promote sustainable development goals, and fully consider the interests of stakeholders. Listed companies should also establish governance frameworks and development roadmaps. Lastly, Mr. Chu mentioned the concept of ESG, emphasizing the focus on core business strategies, the establishment of sustainable values among employees, and their integration into the daily operations of the enterprise, embodying the essence and goals of sustainable TQM.

The panel discussion was moderated by President Keh. Associate Professor Wen-Chien Huang from the Chinese Department and Professor XingChen C.C. Lin from the History Department, respectively, raised questions about "How Participatory Learning Can Effectively Improve Student Learning Conditions" and "How Providence University Implements Servant Leadership in Administrative Management." President Shih Ling Lin responded to both of them. In the closing ceremony, President Keh mentioned that whether teachers, supervisors, or administrative staff, everyone can practice

"servant leadership." Today's concepts of "servant leadership" and "resilient governance digital transformation" for sustainable green practices have taught us valuable lessons. As service providers, prioritizing the needs and interests of others is essential. Regardless of their role, all teachers are suitable to attend and learn from these discussions. Chairperson Chang highly praised the seminar, emphasizing that in recent years, Tamkang University has prioritized promoting sustainability. The integration of sustainability with TQM and ESG will be an important topic in the future. Particularly, department chairs play a crucial role in admissions and must consider how to implement the top 10 service principles to meet future challenges. Integrating sustainability issues with the PDCA (Plan-Do-Check-Act) cycle of TQM is also an important direction for consideration. It is hoped that colleagues will continue to promote TQM and assist Tamkang University in progressing towards its goal of a sustainable campus.

During the seminar, awards were presented for the "13th Quality Control Circle Competition" of the 2023 academic year. The first place was awarded to the General Affairs Office's "Always in Service Circle" (總是在服務圈), the second place to the Library's "Peerless Circle" (蓋世無雙圈), and the third place to the Student Affairs Office's "Team Circle" (同舟圈).

President Keh personally presented the citations and prize money to encourage the winners. He also reminded everyone to ensure that the topics of digital transformation and sustainable development are integrated into the 8 major dimensions when organizing the Tamkang Quality Award event next year. He believes that everyone can keep pace with the times and surpass themselves.



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