Quality Management Practices: A Taiwan Experience

Li-Fei Chen,
Dept. of Business Administration,
Fu Jen Catholic University, Taiwan.
E-mail: 075033@mail.fju.edu.tw

Chao-Ton Su,
Dept. of Ind. Eng. & Eng. Magmt,
National Tsing Hua University, Taiwan.
E-mail: ctsu@mx.nthu.edu.tw

Abstract
Quality plays a vital role in determining the sustainable success of a company, as well as, a key motive for all mankind to continue pursuing a better quality of life. People believe that poor quality can result in wastes, and they also expect to enjoy professional service quality. Achieving excellent quality has become the common goal for numerous companies. In Taiwan, four major parts, ISO 9000 quality management system, TQM, Six Sigma, and National Quality Award have been widely brought into action to improve the quality of products and services and enhance the business’s competitiveness. This presentation first briefly reviews the current frequently used quality management practices, and then a Taiwanese style quality management system (i.e., an overall picture of implementation of the above mentioned four parts) for sustained success will be exhibited. Some real examples in manufacturing and service organizations will also be demonstrated.

Key Words: quality management, ISO 9000, total quality management, Six Sigma, National Quality Award