

## **TKU HELD “2009 BUSINESS EXCELLENCE BENCHMARKING CONFERENCE” AT TAIPEI CAMPUS ON AUGUST 14**

“2009 Business Excellence Benchmarking Conference: Benchmarking on High Education for Business Excellence International Forum” was co-held by TKU and Industrial Development Bureau, Ministry of Economic Affairs, on August 14 at Chung-cheng Hall, Taipei Campus. In the conference, Dr. Robin Mann, the President of Global Benchmarking Network, was invited to give keynote speech, and TKU and Yuan Ze University also shared the experience of how they carried out excellent benchmarking on higher education, which attracted hundreds of people to attend.

Dr. Lin Tsong-ming, Administrative Deputy Minister of MOE, indicated in his opening speech that every university should actively bring “quality management” to its management system, so that the management quality could be improved in full scale. When some participant asked TKU’s President Dr. Chang about the difficulties of carrying out National Quality Award, she said the most difficult time was at the beginning. Hence it needed to be implemented gradually from administrative units to teaching units, and all units had to cooperate with one another and worked hard together to pursuit good performance.

Dr. Hsu Ting-chi, Secretary-General of Secretaries, represented TKU to deliver speech “Strategies and Practice of TKU’s Excellent Benchmarking.” He indicated that establishing complete policies and executing PDCA thoroughly are the key factors that improve all our evaluation indexes in recent years. Peng Ling-yuan, a 2nd-year Master student of Dept. of Industrial Engineering and Management, Yuan Ze University, expressed that she really learned a lot in the conference, no matter from the speeches or the experience sharing sections. ( ~Shu-chun Yen )

