

报告题目: New Paradigm in Quality Management and Quality Engineering

报告人: T N Goh (吴桐毅), 新加坡国立大学

语 言: 中文

报告人简介:

吴桐毅, 新加坡国立大学工业与系统工程系教授。博士毕业于美国威斯康星大学麦迪逊分校, 先后担任新加坡国立大学工业与系统工程系主任、工程院院长、质量管理办公室主管及新加坡-荷兰设计技术研究院总裁等, 并在新加坡国家生产率委员会、国防科技局等政府机构兼任理事。为新加坡工程院创院院士, 国际质量科学院院士, 美国质量学会会员, 新加坡质量研究院顾问及荣誉会员。吴教授在质量工程与管理领域具有 30 多年的科研及教学经验, 发表论文曾获得 IEEE 工程管理学会的“年度教育家奖”、国际质量科学院 Inaugural Masing Medal、美国质量学会的 William G Hunter Award、亚太质量组织的 Harrington-Ishikawa Medal 及美国质量学会的 Eugene L Grant Medal 等。在质量领域, 吴教授曾兼任亚洲、欧洲、北美和南美等多个国家的政府部门及产业组织机构的顾问及培训师, 培训人员累计超过 2000 人, 课程涵盖统计过程控制、鲁棒设计、生产率提高、六西格玛和精益生产等。



报告摘要:

Most Quality practitioners have had their education in conventional areas in Science or Engineering. The teaching of Quality “gurus” usually form an essential part of their thinking and the tools that they use. In this talk, the appropriateness and relevance of such a conventional journey to professionalism is discussed. It is explained why in the modern age of rapid technology changes, instant communication, varied lifestyles and pervasive globalization, new paradigms of Quality and performance excellence are necessary if an organization is to succeed and maintain its competitiveness. The canonical concept of “customer satisfaction”, for example, while still valid, has now many avenues for its attainment some of which were not present in the days of the “gurus”. No prior knowledge on the subject of Quality is required on the part of the audience, although the presentation can be better appreciated by those with at least a first course in the subject.

报告时间: 11 月 23 日 (周一) 19:00

报告地点: 经管学院 A0305

主办单位: 经济与管理学院、国际合作与交流处