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Abstract
Small-to-medium-sized companies are the major parts in Taiwan's economics. For the past fifty years, they played important roles on the development of the country's economic growth. They make Taiwan become famous for its economic miracle. Quality improvement activities are important within any company. This research aims at Taiwan Video System Company and performs detailed reviews on every function of the company including the discovery of quality problems, the categorization of quality promotion activity and the selection of quality improvement methods. The purpose of the study is to increase the quality improvement effect and efficiency by integrating the functional resources.
By literature survey and analysis, we discovered "quality problems" and understood the related theories of "quality improvement process". We also investigated customers' satisfaction via survey. According the suggestion of the customers, we improved the process quality from function to function. Through the research, we realized that the causes affecting the quality improvement include both the internal and external factors. Taiwan Video System Company is used as an example to improve its process quality so that it becomes more profitable and competitive.
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