

The Use of Two-Dimensional Quality Model and Quality Function Deployment
on the Discussion on the Educational Quality of Military Academies - A Case
Study of Military Senior High Schools in Taiwan

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Abstract

In Taiwan, college graduates face the harsh issue of unemployment after finishing school, and factors such as the economic depression and expensive tuitions are making it more difficult for parents to put their children through college. To reduce financial pressure and ensure employment, many students are attending military academies instead. The government-financed students attending “Chung-Cheng Armed Forces Preparatory School” are the subjects in this present study, and the students’ opinions and comments on the quality of the educational services they receive were examined. The Kano Model and Quality Function Deployment (QFD) were utilized to review the quality of educational services offered by military academies. There has been no previous research on the quality of military school education. The findings serve as valuable references for the decision-makers in the Ministry of National Defense (MND hereafter) and schools to evaluate internal and external factors, choose a plan that ensures optimal educational and school reform.

Keyword : The Kano model, Quality of service, Quality Function Deployment.