

VITA

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Education

<u>Institution</u>	<u>Degree</u>	<u>Date</u>
National Tsing Hua University, Taiwan	Ph.D. (Industrial Engineering and Engineering Management)	1991/9 ~ 1997/5
National Tsing Hua University, Taiwan	Master (Industrial Engineering and Engineering Management)	1988/9 ~ 1990/6
National Chung Hsing University, Taiwan	Bachelor(Statistics)	1981/9 ~ 1985/6

Professional Experiences

02/2020 – present

President of Nan Kai University of Technology, Taiwan

02/2011 - present

Professor at Dept. of Industrial Management/ Marketing & Logistics / Digital Tourism
Management, Nan Kai University of Technology, Taiwan

02/2001 – 01/2020

Vice President of Nan Kai University of Technology, Taiwan

08/1997 – 01/2011

Associate Professor at Dept. of Industrial Engineering and Management, Nan Kai University of Technology, Taiwan

2005/6 - 2007/1; 2008/8 - 2009/1; 2018/08 – 2019/08

Dean at College of Business and Management, Nan Kai University of Technology, Taiwan

2004/8 - 2005/7

Secretary General, Nan Kai University of Technology, Taiwan

12/1999 – 01/2001

Acting President, Nan Kai University of Technology, Taiwan

2005/8 - 2006/1; 2003/8 - 2004/7; 1999/8 - 2000/7

Dean of Academic Affairs, Nan Kai University of Technology, Taiwan

08/2005 – 11/2005

Chair at Dept. of Leisure Business Management, Nan Kai University of Technology, Taiwan

08/1998 – 07/1999

Chair at Dept. of Industrial Engineering and Management, Nan Kai University of Technology, Taiwan

08/1997 – 07/1998

Part-time Associate Professor, Department of Statistics, Tunghai University, Taiwan

01/1996 – 08/1997

Senior Engineer, Department of Quality Guarantee, United Semiconductor Cooperation, Taiwan

08/1995 – 07/1997

Part-time lecturer, Department of Electrical Engineering / Industrial Engineering and Management, National Chin-Yi Junior College of Technology and Commerce, Taiwan

02/1995 – 01/1997

Part-time lecturer, Department of Business Administration, National Pintung Junior College of Commerce, Taiwan

08/1990 – 09/1991

Associate Engineer, Institute of Optoelectronics, Industrial Technology Research Institute, Taiwan

Services

2011 – present

Committee member of assessment and evaluation, National Quality Award, Taiwan

1995 – present

Committee member of assessment and evaluation, National QCC (Quality Control Circles) Competition, Taiwan

01/2000 – 12/2013

Member Representative, Chinese Institute of Industrial Engineers, Taiwan

Awards

ANQ (The Asian Network for Quality) Congress 2011 “Best Paper Award” (Ho Chi Minh City, Vietnam)

Executive director (2006 - present) for Grant of Excellent Teaching awarded by the Ministry of Education (Total Funding has exceeded NT\$ 219 millions) Taiwan

Professional Membership

- Chinese Institute of Industrial Engineers (CIIE)
- Chinese Society for Quality (CSQ)
- Chinese Management Association (CMA)

Editorship

- Serving on the Editorial Review Board for *Journal of Quality (JOQ)*, 2011 - present
- Serving as the Editor-in-Chief for *Journal of Nan Kai (JNK)*, 1993 - present
- Serving as a reviewer for *Journal of Systems and Software (JSS)*
- Serving as a reviewer for *African Journal of Agricultural Research (AJAR)*
- Serving as a reviewer for *Journal of Chinese Institute of Industrial Engineers (JCIE)*
- Serving as a reviewer for *Journal of Quality (JOQ)*

- Serving as a reviewer for ISG*ISARC2012 Conference (*International Society for Gerontechnology*)
- Serving as a reviewer for 2011 DSI (*Decision Sciences Institute*) Annual Meeting
- Serving as a reviewer for 2007 & 2008 Asia Pacific Industrial Engineering & Management System Conference (*APIEMS*)

Publications

Articles

1. Sheu, Tsong Shin, Lin, W. Q. (2014, Jun). The applicability of the Theory of Self-Regulation (TSR) model in predicting Taiwan seniors' overseas traveling intention. *Gerontechnology*, 13(2), 279.
2. Shepherd, M. M. and Sheu, Tsong Shin (2014, Apr). The Effects of Informal Faculty-Student Interaction and Use of Information Technology on Non-Traditional Students' Persistence Intentions and Educational Outcomes, *Journal of Higher Education Theory and Practice*, 14(2), 46-60.
3. Chen, Houn-Gee, Liu, Julie Yu-Chih, Sheu, Tsong Shin and Yang, Ming-Hsien (2012) The impact of financial services quality and fairness on customer satisfaction. *Managing Service Quality*, 22(4), 399-421. doi: 10.1108/09604521211253496
4. Liu, Julie Yu-Chih, Chen, Hun-Gee, Chen, Charlie C. and Sheu, Tsong Shin (2011) Relationships Among Interpersonal Conflict, Requirements Uncertainty, and Software Project Performance. *International Journal of Project Management*, 29(5), 547-556. (Scopus). doi:10.1016/j.ijproman.2010.04.007
5. Ku, Wei-Liang, Chow, Han-Ming, Lin, Jiang-Long, Wu, Kun-Ling and Sheu, Tsong-Shin (2011) Optimization of Multi-Response Problems Using Taguchi's Quality Loss Function Based on Grey Relational Grade. *Advanced Materials Research*, (EI), 154-155, 1643-1654. doi: 10.4028/www.scientific.net/AMR.154-155.1643
6. Parolia, Neeraj, Jiang, James Jiunn-Yih, Klein, Gary and Sheu, Tsong Shin (2011) The Contribution of Resource Interdependence to IT Program Performance: A Social Interdependence Perspective. *International Journal of Project Management*, 29(3), 313-324. (Scopus). (doi:10.1016/j.ijproman.2010.03.004)
7. Sheu, Tsong Shin (2011) A Comprehensive Model for Explaining University Students' Favorable Behavioral Intentions. *Journal of Quality*, 18(1), 1-18. (EI) (First and Corresponding Author)
8. Sheu, Tsong Shin (2010) Exploring the Differential Affections of Service Quality, Sacrifice, Perceived Value, and Customer Satisfaction on University Students' Favorable and Unfavorable Behavioral Intentions. *Journal of Quality*, 17(6), 483-500. (EI) (First and Corresponding Author)

9. Shim, J. T., Sheu, T. S., Chen, Houn-Gee, Jiang, J. J. and Klein, G. (2010) Coproduction in Successful Software Development Projects. *Information and Software Technology*, 52(10), 1062-1068. (SCI, IF: 1.2) (Corresponding Author)
10. Chang, Kuo-chung, Sheu, Tsong Shin, Klein, Gary and Jiang, James Jiunn-Yih (2010) User Commitment and Collaboration: Motivational Antecedents and Project Performance. *Information and Software Technology*, 52(6), 672-679. (SCI, IF: 1.2)
11. Wang, Kuo-Ming, Sheu, Tsong Shin*, Wang, Kenneth Hsiche, Tsai, Ming-Hong (2007, Dec). An Integrated Model of Taiwan's Elderly Care Service. *Journal of Nan Kai*, 4(4) P.1-11.
12. Tsong Shin Sheu (2005, Mar). Book Reviews - Service Marketing Self-Portraits: Introspections, Reflections, and Glimpses from the Experts. *The Service Industries Journal*, 25(2), 295-296. (SSCI).
13. 陳小芬、江志卿、許聰鑫、劉俞志、林來傳 (2009, Oct.) 服務導向的 ERP 系統規劃架構-以工具機產業為例。資訊管理學報, 16(4), 97-120。(TSSCI)
14. 王國明、許聰鑫、王熙哲、蔡明宏 (2007, Dec.) 銀髮族社會照顧服務模式之建構。南開學報, 4(4), 1-11。(Corresponding Author)
15. 許聰鑫 (2007, June) 四技二技採行推薦甄選制對學生來源與學習成效的影響 - 以南開技術學院為例。南開學報, 4(3), 15-28。(First and Corresponding Author)
16. 張志成、許聰鑫、李保建 (2007, May) 應用運動動機檢視階段改變模式對心情之影響。輔仁大學體育學刊, 6, 17-31。
17. 張志成、許聰鑫、李保建 (2006, Dec.) 以決策權衡與意圖檢視運動行為改變模式及生活滿意度之關係。大專體育學刊, 8(4), 51-62。
18. 張志成、李保建、高群超、許聰鑫 (2006, Dec.) 不同運動行為階段改變模式與自我效能、決策權衡之關係。北體學報, 14, 220-232。
19. 許聰鑫 (2005, Apr.) 專科學制採行推薦甄選制對學生來源與學習的影響 - 以南開技術學院為例。師大學報-教育類, 50(1), 139-154。(TSSCI) (First and Corresponding Author)
20. Sheu, Tsong Shin (2005, March) Book Review - Services Marketing Self-Portraits: Introspections, Reflections, and Glimpses from the Experts. *The Service Industries Journal*, 25(2), 295-296. (SSCI) (First and Corresponding Author)
21. 許聰鑫、王延齡、蘇完女、李麗日、王郁茗 (2004, Sep.) 隨機反應法於敏感性資料之調查 - 模式檢驗與案例探討。中華心理衛生學刊, 17(3), 1-22。(TSSCI) (First and Corresponding Author)
22. 許聰鑫、莊芳濱 (2002, Dec.) 五專採行推薦甄選制對學生來源與學習的影響 - 以南開技術學院為例。教育學刊, 19, 121-136。(TSSCI) (First and Corresponding Author)

23. Li, Chang Chung, Sheu, Tsong Shin and Wang, Yuh Ren (1997) Some Thoughts on the Evolution of Quality Engineering. *Industrial Management & Data Systems*, 97(4), 153-157.
24. 黎正中、許聰鑫 (1996) QFD 品質屋的量化工作的討論。品質學報,3(1), 65-79。
25. Li, Chang Chung, Sheu, Tsong Shin and Lee, Yu Cheng (1995) Modeling a prototype with Taguchi Robust Design Technique. *Journal of Design and Manufacturing*, 5, 55-60.
26. 許聰鑫 (1994)少量連串個數情況下的管制界限。品質管制月刊, 30(2), 40-48。

Conference Papers

1. Hua, H.M. & Sheu, T.S. & Wu, Y.R.. (2018, May). Innovation university interdisciplinary courses design and care service of older adults. *Gerontechnology*. 17. 198-198. 10.4017/gt.2018.17.s.193.00.
2. Sheu, T.S. and Cheng, S. S. (2017, Dec). On the performance evaluation of reliability and validity of the graceful aging scale. (CIIE 2017), Kaohsiung, Taiwan.
3. Cheng, S. S., Yang, C. H., Sheu, T. S. and Yu, F. J.(2017, Jan). On the Performance Evaluation of the Proportional Control Chart, 13th International Conference on Natural Computation, Fuzzy Systems and Knowledge Discovery (ICNC-FSKD 2017), Guilin, Mainland China, 976-982.
4. Chen, Chi-Kuang, Ponce, Eileen Salamanca, Sheu, Tsong Shin and Jang, Jiun Yi (2013, September 4-6). An Approach on the Cultivation of Organizational Culture Toward TQM Culture. Paper presented at 16th QMOD (Quality Management and Organizational Development) Conference, pp. 300-322. Portorož, Slovenia.
5. Sheu, Tsong Shin (corresponding author) and Wang, Kuo Ming (2011, September 27-30). Exploring the Impact Relationship between Service Quality, Perceived Value, Customer Satisfaction and Students' Favorable/Unfavorable Behavioral Intentions in Higher Education Setting. Paper presented at 9th ANQ Congress Ho Chi Minh City 2011, Ho Chi Minh City, Vietnam. (Best Paper Award)
6. Ku, Wei-Liang, Chow, Han-Ming, Lin, Jiang-Long, Wu, Kun-Ling and Sheu, Tsong-Shin (2010, November, 6-8). Optimization of Multi-Response Problems Using Taguchi's Quality Loss Function Based on Grey Relational Grade. Paper presented at *International Conference on Advances in Materials and Manufacturing Processes (ICAMMP 2010)*, Shenzhen, China.
7. Ku, W.L., Sheu, T. S., Chow, H.M., Lee, S.M., Yang, L.D. and Lin, Y.C. (2010, April, 19-23). Optimization of Machining Parameters of a Novel Friction Drilling Process. Paper presented at 16th *International Symposium on Electromachining (ISEM-XVI)*, pp. 465-470. Shanghai, China. (ISBN 978-7-313-05630-6)
8. 段伴虬、許聰鑫、李美華 (2010, April 14). 遠距照護緊急救援服務系統設計

描述之初步探討。Paper presented at *Proceedings of 2010 International Conference on Gerontic Technology and Service Management*, pp. 107-111. Nantou: Nan Kai University of Technology. (ISBN 978-986-85031-2-0)

9. 王國明、段伴虬、許聰鑫、柯玲杏 (2010, April 14). 以服務科學為基礎之遠距健康管理服務系統設計描述之初步探討。Paper presented at *Proceedings of 2010 International Conference on Gerontic Technology and Service Management*, pp. 122-126. Nantou: Nan Kai University of Technology. (ISBN 978-986-85031-2-0)
10. Wang, Kuo Ming and Sheu, Tsong Shin (corresponding author) (2009, December 14-16). Developing Service Science Curricula for Industrial Engineering and Management Education in Taiwan. Paper presented at *10th Asia Pacific Industrial Engineering and Management Conference APIEMS 2009*, p. 94-100, Kitakyushu, Japan.
11. 王國明、許聰鑫、卓漢明、黃靖雄、謝雅意、吳啟明、黃德邵、王得安 (2009, April 13-15) 南開一號福祉車輛之設計研發。論文發表於 2009 第三屆兩岸老齡福祉研討會,第 9-1 – 9-13 頁。上海。
12. Sheu, Tsong Shin (2007, December 9-12). An Empirical Illustration of TQM-Oriented Higher Education Management System. Paper presented at *The 8th Asia Pacific Industrial Engineering & Management System & 2007 Chinese Institute of Industrial Engineers Conference APIEMS 2007*, Kaohsiung.
13. Sheu, Tsong Shin (2007, March 26-27). An Integrated Model of Taiwan's Elderly Care Service. Paper presented at *Proceedings of 2007 International Conference on Gerontic Technology and Service Management*, pp. 213-222. Nantou: Nan Kai Institute of Technology.
14. Sheu, Tsong Shin (2006, December 17-20). A Comparison of the Theory of Reasoned Action with the Theory of Planned Behavior in Predicting Higher education Students' Behavioral Intentions. Paper presented at *7th Asia Pacific Industrial Engineering and Management Conference APIEMS 2006*, Bangkok.
15. Sheu, Tsong Shin (2005, December 4-7). Measuring Quality, Sacrifice, Value, Customer Satisfaction, and Behavior Intentions in Higher Education Environment. Paper presented at *6th Asia Pacific Industrial Engineering and Management Conference APIEMS 2005*, Manila.
16. 許聰鑫、陳素珠、吳昭瑰 (2004, 11 月) :推薦甄選入學制度實施後學生學習成效分析暨因應之道 – 以南開技術學院專科學制為探討對象。論文發表於 2004 海峽兩岸技職(高等職業)教育學術研討會。彰化縣：建國技術學院。
17. Sheu, Tsong Shin (2003, December 6-8). On the design of service products – the Parameter Design Approach. Paper presented at the *Proceedings of 2003 International Conference of Industrial Engineering and Engineering Management IE&EM'2003*, Shanghai.
18. Sheu, Tsong Shin (2002, December 18-20). On the design of service product – the

Accumulation Analysis Approach, Paper presented at the *Proceedings of The 4th Asia-Pacific Conference on Industrial Engineering and Management Systems APIEMS' 2002*, Taipei.

19. 許聰鑫 (2002, 4 月)：兩岸物流管理之發展與問題研討。論文發表於 2002 兩岸三地現代物流學術研討會,第 119-131 頁。天津：南開大學。
20. 許聰鑫 (2001, 12 月)：長鞭效應之探討。論文發表於中國工業工程學會 90 年度年會論文集,光碟版。高雄：義守大學。(NSC 90-2218-E-252-001)
21. 許聰鑫 (1998, 12 月)：ISO 9000 2000 年版的修訂介紹。論文發表於中國工業工程學會 87 年度年會論文集,第 549-554 頁。彰化：大葉大學。
22. 許聰鑫 (1998, 9 月)：ISO 9000 2000 年草案版的介紹與比較。論文發表於中華民國品質學會第三十四屆年會暨第四屆全國品質管理研討文集, 第 115-119 頁。中壢：中原大學。
23. 許聰鑫、黎正中、王煜仁 (1997, 9 月)：工程觀的品質特性選取。論文發表於第二屆亞太品質工程研討會, 第 74-84 頁。台北。
24. Li, Chang Chung, Sheu, Tsong Shin and Lee, Yu Cheng (1994). Robustness consideration in modeling a prototype by Quality Engineering, Paper presented at the *ASME Design Theory and Methodology Conference*.
25. 李友錚、許聰鑫、黎正中 (1993)：有理論式參數設計的非線性規劃解。論文發表於中國工業工程學會八十二年度年會論文集, 第 111-114 頁。台南：成功大學。

Reports

1. 王國明、許聰鑫 (2011) 高齡族群服務科學之基礎與應用研究子計畫 一：以工業工程與管理為核心的服務科學研究架構與內涵探索性研究。行政院國家科學委員會專題研究計畫成果報告。(NSC 97-2221-E-252-013-MY3; 第一年經費：628,000、第二年經費：618,000、第三年經費：564,000)。
2. 王國明、許聰鑫 (2008) 整合福祉科技與提昇照顧服務管理之研究子計畫 一：銀髮族社會照顧服務模式之建構。行政院國家科學委員會專題研究計畫成果報告。
(NSC94-2745-E-252-002-URD、NSC95-2745-E-252-002-URD、NSC96-2745-E-252-002-URD)。
3. 許聰鑫 (2005) 四技二技採行推薦甄選制度對學生來源與學習的影響：以南開技術學院為例。南開技術學院專題研究計畫成果報告(93-30-C1201-18)。
4. 黃世欽、許聰鑫、林正敏、劉思竹、孫立中 (2003) 技職校院基礎科學與科技素養之課程發展模型-以電機工程為例。行政院國家科學委員會專題研究計畫成果報告(NSC91-2516-S-252-001-X3)。
5. 許聰鑫 (2002) 五專推薦甄選入學生之學習追蹤與輔導研究。南開技術學院

專題研究計畫成果報告(NKC-90-04-04)。

6. 許聰鑫 (2001) 不同脈動速度產業對影響長鞭效應之成因的反應行為的差異化研究。行政院國家科學委員會專題研究計畫成果報告 (NSC 90-2218-E-252-001)。
7. 許聰鑫 (2000) 服務系統的系列研究(I)-提昇服務價值的架構性研究。行政院國家科學委員會專題研究計畫成果報告(NSC 89-2213-E-252-001)。
8. 許聰鑫 (1999) TQM 推行模式之整合、執行與績效評估。行政院國家科學委員會專題研究計畫成果報告(NSC 88-2218-E-252-001)。