

Administration Plan for 2021 Financial Year

National Science and Technology Museum

I. Introduction

The National Science and Technology Museum (NSTM) is a diverse science museum that collects pieces, conducts research, displays exhibits, provides education leisure, etc. The NSTM collects and conducts research scientific artifacts, and displays exhibits that are technology-related, influential on the development of technology and impactful on human life. The mission of NSTM is to "train everyone be a person with scientific literacy" to fully realize the spirit of lifelong learning, and to support the underprivileged group and provide social education services.

The NSTM regards "cultivating people into scientists" as our mission. Upholding the quality policy of being "friendly, professional, and innovative," we endeavor towards enriching our collections, exhibiting quality contents and sponsoring diverse teaching activities to promote people's scientific literacy through situational learning. In addition, we promote the ideal of science learning to be "a part of everyday life," "be experience oriented" and "entertaining," with the "deepening of service quality," "increasing the number of people served" and "growing overall income" as our goals. Considering the impact of climate change on humans, based on the ideal of sustainable development, we make references to the United Nations Sustainable Development Goals (2015) and the sustainable development goals announced by the Executive Yuan in 2017 to continue launching the project of a green museum. We work incessantly to promote our businesses through collection management, exhibition theme, education environment, and public services to achieve the goals of environmental, social, cultural and economic sustainability. We endeavor to accomplish the vision of a "green museum" with green actions to allow NSTM to become a popular museum among people that love to visit it during their free time.

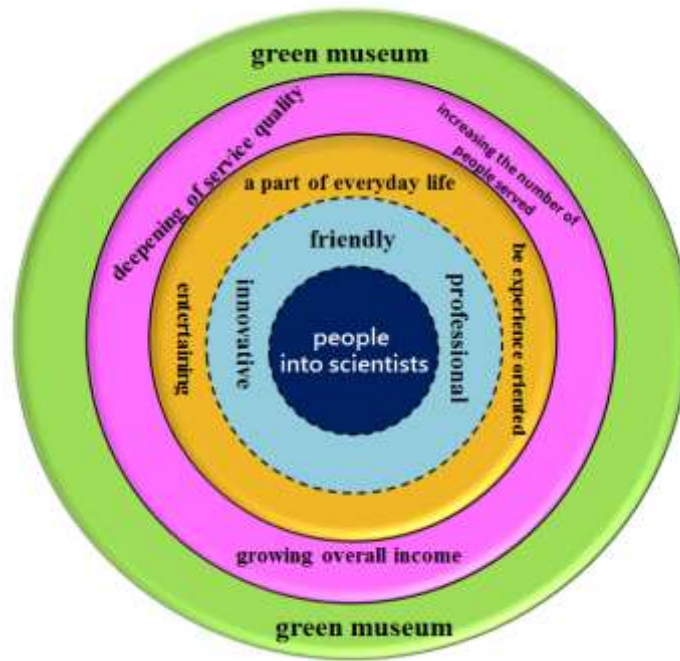


Fig. 1 NSTM's Organizational Vision and Service Ideals Chart

II. Administration Plan in the 2021 Financial Year and Specific Execution Measures

In the year (2021) administration plan, our plan is threefold, “contrast a friendly environment,” “intensify professional knowledge” and “endeavor innovative services.” The specific execution measures are explained in detail as follow:

1. Construct a friendly environment

(1) Optimization of software and hardware services. Enhance the museum's core functions

1. Enhance functions of professional spaces – Upgrade plan for the exhibition space
2. Execute “Smart Service People Learn Happily – National Social Education Institutions’ Innovative Science and Technology Service Plan”
3. Execute “Exhibition and Education Spaces Renewal Plan”

(2) Construct a stable foundation for operations. Upgrade the architecture and facilities

1. Optimize the environment of the museum – The architecture’s weather resistance and energy saving upgrade plan

2. Execute the infrastructure's upgrade plan
3. In accordance with the Ministry of Education's policies to propose a plan on the establishment of a non-profit kindergarten plan

2. Intensify professional knowledge

(1) Enrich the museum's collections. Promote academic and research capacity.

1. Collect science and technology artifacts systematically to deepen the study of relics.
2. Conduct inter-museum collaboration. Establish international image.
3. Promote capacity in R&D and innovation to establish the museum's professional brand.
4. Issue professional journals and publications to construct the museum's professional brand.
5. Promote the staffs' professional knowledge. Sponsor educational training to promote professional competence.

(2) Introduce an international accreditation mechanism to optimize the management quality

1. Obtain certification in "ISO9001:2015 Quality management systems" to promote onsite staff's service quality.
2. Obtain certification in "ISO50001:2018 Energy management systems" to promote electric engineers' professional knowledge.
3. Obtain certification in "ISO27001:2013 Information Security management system" and "BS 10012:2017 Data Protection – Specifications for a personal management information system" to promote IT staff's professional knowledge.

(3) Uphold the spirit of the fund operations to make expenditure cuts and income increase measures

1. Promote service capacity. Upgrade self-fundraising ratio.
2. Optimize the use of human resources in society to promote service quality.
3. Intensify the competence of the task force – "Creative Cultural Industry Group" to develop cultural education and augment creativity.

4. Consolidate the recycling mechanism of exhibition item resources to promote sustainable use of resources.
5. Intensify same-/cross-industry alliance to seek cooperation for different sectors to increase income.
6. Price comparison to minimize purchase costs; save on the use of consumables and accessories; save energy; and other cost cutting measures to minimize the operating cost.

3. Endeavor in innovative services

(1) Construct quality service space

1. Conduct customer satisfaction questionnaire to understand the people's needs.
2. Expand smart inspection and survey. Promote and follow-up the used of NSTM app to promote efficiency.
3. Listen to visitors' voices. Establish follow-up and improvement mechanism.

(2) Plan to sponsor a special exhibition on “Sci-Tech in Everyday Life/Everyday Life is Sci-Tech” and offer diverse science and technology programs

1. Integrate government-industry-university resources to enrich the contents of exhibition and education and offer visiting experience in education through entertainment.
2. With reference to the 12-year Basic Education Policy and 2019 Curriculum Guidelines to offer courses in diverse themes for different age groups.
3. Sponsor the “2021 Taiwan Science Festival.”
4. Sponsor large scale national competitions and rooting activities on environmental education.

(3) Explore diverse visitors. Promote community cooperation

1. Explore diverse marketing channels. Operate social media to explore potential visitors.
2. Sponsor family member seminars to explore family visitors.
3. Promote action teaching aids to take root in elementary school and high school education.
4. Establish cross-industry collaboration and partnership.

5. Enhance association with communities.
- (4) Help minority groups. Consolidate multicultural education.**
1. Use social resources to sponsor science learning programs for minorities.
 2. Self-develop teaching aids to allow schools in remote areas to loan for free.
 3. Intensify guided tours and promote service capacity to minorities.
 4. Continue to execute the “NSTM Light Peace Lanterns: Charity and Help Minorities Plan.”

III. Conclusion

As the overall social environment and trends change vastly, the NSTM aims to achieve a sustainable business philosophy, integrate innovative thinking and diverse high-quality services to operate the Museum. The NSTM aims to use "Deepened Service Quality," "Increased Service Capacity," and "Overall Growth in Income" as goals to diligently operate the NSTM, and have everyone enjoy coming to the NSTM, often and repeatedly visiting the Museum.