Administration Plan for 2023 Financial Year

National Science and Technology Museum

I. Introduction

The National Science and Technology Museum (NSTM) is a diversified science museum functions of collection, research, exhibition, education, and leisure, etc. Through the collection and research of science and technology artifacts, the exhibition of science and technology-related themes, and the introduction of important scientific and technological developments and their impact on human life. NSTM has the mission of "cultivating everyone as a scientist", the spirit of lifelong learning, integrating the "participation, cooperation, accessibility, and equal rights"

The museum's mission is to "nurture science for all" and to implement the quality policy of "friendliness, professionalism, and innovation", and to enhance people's scientific literacy through contextual learning by using the rich collection of artifacts, high-quality exhibitions and diversified science education activities. 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.

In view of the impact of climate change on human beings, and based on the concept of sustainable development, and with reference to the United Nations Sustainable Development Goals (SDGs) announced by the United Nations in 2015 and the sustainable development goals of our country released by the Executive Yuan in 2017, we will continue to promote the Green Museum Project to create environmental, social, cultural, and economic sustainability through our We are moving toward the vision of "green museums" so that the Museum of Science and Technology will become a museum that everyone likes to visit and often comes to.
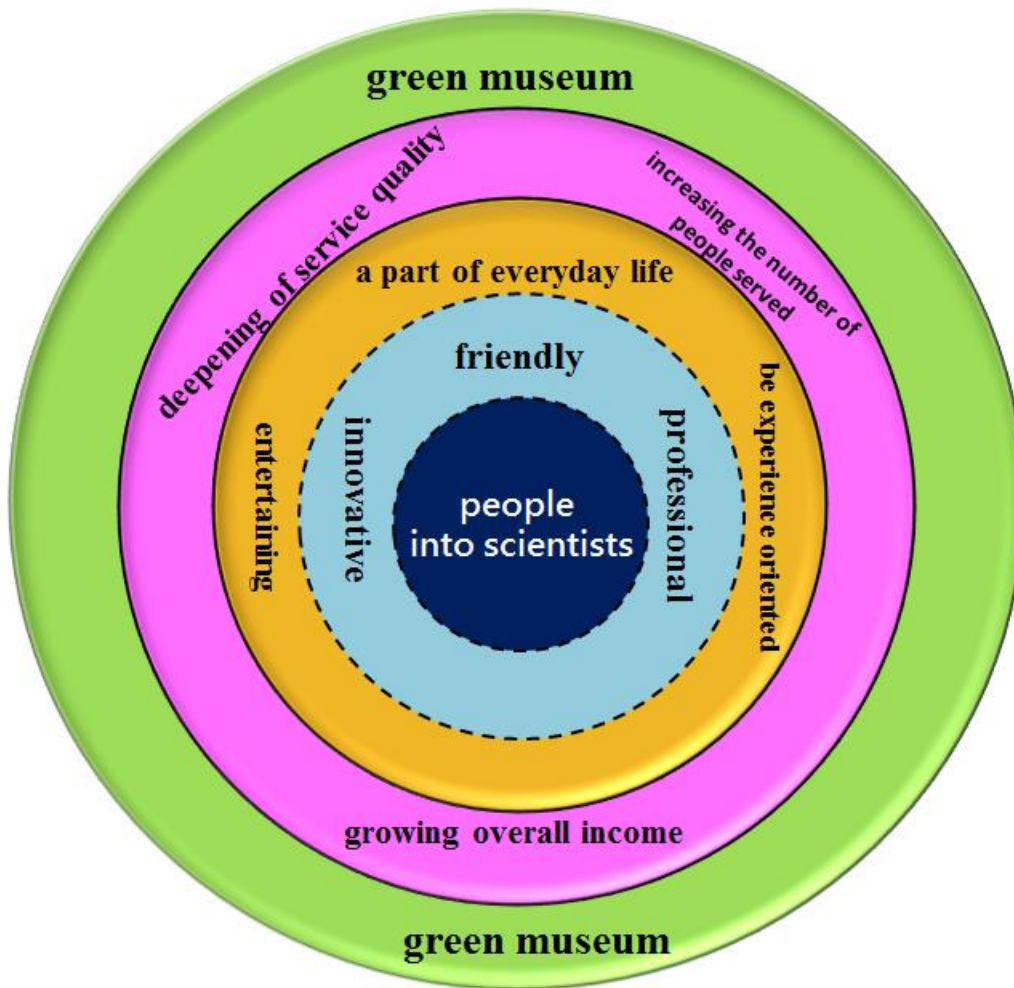
Fig. 1 NSTM's Organizational Vision and Service Ideals Chart

II. Administration Plan in the 2023 Financial Year and Specific Execution Measures

In the year (2023) 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. Constructing a friendly environment

(1) Optimize software and hardware services to strengthen the core functions of the museum

1. Enhance the functions of the professional venues - the plan to upgrade the functions of 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) Constructing a stable operational foundation and upgrading the building and operational equipment

1. Check and maintain the pipelines of the fire, water, electricity, and air conditioning systems to ensure normal operation.

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

3. Execute the infrastructure's upgrade plan and enhance the flood prevention and safety mechanism of buildings

2. Strengthening 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) Establishing measures to increase revenue and reduce costs and improve fund efficiency

1. Expand service capacity and increase self-financing ratio

2. Optimize the use of human resources to strengthen service quality

3. Intensify the competence of the task force – "Cultural and Creative Promotion Division" 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. Compare prices and reduce purchasing costs, save consumables and materials, and save energy to reduce operating costs.

7. Strengthen the marketing and promotion of "online shopping mall" to expand the sales revenue of cultural and creative products.

3. Endeavor in innovative services

(1) Multiple ways of lifelong science learning

1. With reference to the 12-year Basic Education Policy and 2019 Curriculum Guidelines to offer courses in diverse themes for different age groups.

2. Sponsor large scale national competitions and rooting activities on environmental education.

3. Sponsor the "2023 Taiwan Science Festival."

(2) Digital resource online service

1. Promote the digitalization of affairs, improve the management efficiency and service quality.

2. Expand smart inspection and survey, to promote efficiency.

3. Established an online panoramic tour service.

4. Expand online learning and virtual museum resource.

5. Establish an online shopping mall, increase the sales of the cultural and creative products.

(3) All aged education service

1. Establish non-profit nursery schools to be commissioned in accordance with the Ministry of Education's policy

2. Sponsor family member seminars to explore family visitors.

3. Plan "exhibition is class" course to promote science education n for pre-school children.

4. Promote action teaching aids to take root in elementary school and high school education.

5. Promote adult technology education by senior courses.

(4) Combining the resource and increase value by cross domain.

1. Integrate government-industry-university resources to enrich the contents of exhibition and education and offer visiting experience in education through entertainment.

2. Establish cross-industry collaboration and partnership.

3. Explore diverse marketing channels. Operate social media to explore potential visitors.

(5) Helping the disadvantaged and remote villages

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

In the face of the social environment and the rapid changes in the current situation, the museum has adopted a sustainable management concept, innovative thinking, and diversified quality services to implement the museum's cultural democracy strategy, so that people of different ethnic groups, languages, genders, ages, and socioeconomic status can visit and

learn from the museum, and cooperate with various sectors of society to make the maximum friendly and open use of the museum's resources, promote social equality, and cultivate modern citizens with a humanistic mindset and technological literacy to achieve the mission of the museum.