



Open Elective Course-6
BBA SEMESTER III
BBOE302:TOTAL QUALITY MANAGEMENT

Course objective:-The objective of the course is to acquaint the students about the knowledge of basic and modern concepts of quality and TQM.

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Syllabus and detailed content

Unit	Content	Hrs./Weightage
Unit 1:	Quality Concepts: Introduction; Meaning; Quality characteristics of goods and services; Evolution of Quality control, Basic concepts of quality; Dimensions of quality; Juran's quality trilogy; Deming's 14 principles; PDCA cycle; Total quality management (TQM) models.	10/25%
Unit 2:	Quality Management: Organizational structure and design; Quality function; Decentralization; Human Factor in Quality: Attitude of top management; Co-operation of groups; Operator's attitude, responsibility; Causes of operator's error and corrective methods; Quality circles.	10/25%
Unit 3:	Quality improvement: 7 QC tools and new 7 QC tools. Economics of quality value and contribution; Quality cost.	10/25%
Unit 4:	ISO-9000, Six sigma and TPM: ISO 9000 series; Concept of Six Sigma and its application; Total Productive Maintenance (TPM)	10/25%

Course Learning Outcomes (CLO)

On completion of this course, the students will be able to:

1. Understanding evolution of quality concept and basic as well as modern concepts of Quality and TQM.
2. Understand the contribution of Quality gurus: W. Edward Deming and Joseph M. Juran.
3. Understand the role of organizational structure, Top management's and operator's attitude in quality management.
4. Apply 7 QC and new seven Quality control tools in solving quality related problems.
5. Apply concepts of ISO 9000, Six sigma and TPM.

SUGGESTED READINGS

Text Books:

1. LaI H., Total Quality Management, Wiley Eastern Limited

Reference books:

1. Sharma D. D Total Quality Management, S. Chand.
2. Greg Bounds, Beyond Total Quality Management, McGraw Hill.
3. Menon, H.G., TQM in New Product Manufacturing, McGraw Hill.