

Open Elective Course-4
SEMESTER II
MBOE201: 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.

Syllabus and detailed contents:

		L	T	P	CR
		3	0	0	3
Unit	Content	Hrs/Weightage			
Unit1:	Quality Concepts: Introduction; Meaning; Quality characteristics of goods and services; Evolution of Quality control, TQM; Modern concept, Basic concepts of quality; Dimensions of quality; Juran's quality trilogy; Deming's 14 principles; PDCA cycle; Total quality management (TQM) models.	10/25%			
Unit2:	Quality Management: Organizational structure and design; Quality function; Decentralization; Designing and fitting organization for different types products and company; Human Factor in Quality: Attitude of top management; Co-operation of groups; Operators attitude, responsibility; Causes of operators error and corrective methods; Quality circles	10/25%			
Unit3:	Quality improvement and cost reduction: 7 QC tools and new QC tools; Economics of quality value and contribution; Quality cost.ISO-9000, Six sigma and TPM: ISO 9000 series; Concept of Six Sigma and its application; Total Productive Maintenance (TPM)	10/25%			
Unit4:	Control Charts: Theory of control charts; Control charts construction: Construction of Mean & Range charts, fraction defective chart and number of defective charts; Attributes control charts: Defects, construction and analysis of c-chart.	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. Evaluate the process control by constructing control charts.

SUGGESTED READINGS

TextBooks:

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

REFERENCEBOOKS:

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.