

Generic elective/Open Elective
Courses/Multidisciplinary- 3
MBA (Dual Specialization) Semester II

PGOE201: Essentials of 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:

CO Code	Cognitive Abilities	Course Outcome	Bloom's Level
CO1	Understanding	Understanding evolution of quality concept and basic as well as modern concepts of Quality and TQM.	2
CO2	Understanding	Understand the contribution of Quality gurus: W. Edward Deming and Joseph M. Juran.	2
CO3	Understanding	Understand the role of organizational structure, Top management's and operator's attitude in quality management	2
CO4	Applying,	Apply 7 QC and new seven Quality control tools in solving quality related problems.	3
CO5	Evaluating	Evaluate the process control by constructing control charts.	5

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.

v. d. Singh

Mohd. Akbar

[Signature]

SLR