

TOTAL QUALITY MANAGEMENT

Sem	Subject Code	Category	Lecture		Theory		Practical	Credits
I	21CPCO2Ea	Elective II	6 hrs per week	90	6 hrs per week	90	-	3

Course Objectives:

To enable the student to understand the various concepts and tools of total quality management.

CO Number	CO Statement	Knowledge Level (K1 – K4)
CO1	To understand the concept of total quality and statistical quality control and inspection plans.	K3
CO2	To understand the humanistic aspects of TQM.	K4
CO3	To understand and apply the concept of TQM using tools.	K4
CO4	To develop the process design and customer retention.	K4
CO5	To elucidate the aspects of total quality standards.	K3

**Knowledge Level: K1- Remember; K2- Understand; K3- Apply; K4 Analyse*

Mapping with Programme Outcomes

COS	PO1	PO2	PO3	PO4	PO5	PO6
CO1	S	M	S	S	M	M
CO2	M	M	M	S	M	M
CO3	S	M	S	S	M	M
CO4	M	M	M	S	M	M
CO5	S	M	S	S	M	M

S-Strong; M-Medium; L-Low

Unit – I Basic concepts and origin of TQM**20 Hours**

Basic concept of total quality (TQ), evolution of total quality mgt., cost of quality, Scope of TQM, Dimensions of Quality. Statistical Quality Control and Inspection – Concept of SQC – Acceptance sampling and inspection plans – Statistical Process Control – Prevention through process improvement.

Unit – II Process Capability**20 Hours**

Process capability studies, humanistic aspects of TQM, management of quality circle and Z.D. Programmes, Kaizen.

Unit – III Tools of TQM**15 Hours**

Q – 7 tools, taguchi loss function, functional linkage of quality with reliability and maintainability, failure analysis, just – in – time system, JIT manufacturing system, JIT Pull system, use of kanban, JIT purchase.

Unit – IV Total Productive Maintenance**10 Hours**

Optimum maintenance decisions, TPM, Process design and the work process. Management support mechanisms, Customer Retention.

Unit –V Six Sigma**10 Hours**

ISO – 9000 standards, quality audits, TQM tools, marketing aspects of total quality, total quality of services, Total Quality - Safety – Six sigma – Quality Standard .

Distribution of Marks: 100% Theory**TEACHING METHODOLOGY:**

The course is covered by adopting a combination of lecture methods, class presentation by groups of students, Assignments, Seminar by Students and uploading in YouTube, self study sessions and PPT Presentations. Each student is required to do the back ground reading from the specified chapters of the prescribed book before coming to class

TEXT BOOKS:

S.No	Author	Title of the book	Publication	Year
1.	Shridhara Bhat. K.	Total quality Management	Himalaya Publishing House, Mumbai.	2004
2.	Pike, John and Barnes, Richard	TQM in action	Chapman & Hill, London	1990

REFERENCE BOOKS:

S.No	Author	Title of the book	Publication	Year
1.	Spenley Paul	World Class Performance through TQ	Chapman & Hall, London	1992
2.	Suresh Dalela & Saurabh	A Manual for Total Quality Management	S.Chand& Company Ltd	2004
3.	Gopal K. Kanji and Mike Asher	100 methods for total quality management	Sage Publication, New Delhi	1996

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