

4SEMESTER VIII

(Applicable to the students admitted from the Academic year 2006 – 2007 onwards)

THEORY			L	T	P	M
1.		Total Quality Management	3	1	0	100
2.		Elective – IV	3	1	0	100
3.		Elective – V	3	1	0	100
PRACTICAL						
1.		Project work & Vivavoice	0	0	15	200

SEMESTER – VIII

TOTAL QUALITY MANAGEMENT

1. INTRODUCTION

9

Definition of Quality, Dimensions of Quality, Quality Planning, Quality costs – Analysis Techniques for Quality Costs, Basic concepts of Total Quality Management, Historical Review, Principles of TQM, Leadership – Concepts, Role of Senior Management, Quality Council, Quality Statements, Strategic Planning, Deming Philosophy, Barriers to TQM Implementation.

2. TQM PRINCIPLES

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Customer satisfaction – Customer Perception of Quality, Customer Complaints, Service Quality, Customer Retention, Employee Involvement – Motivation, Empowerment, Teams, Recognition and Reward, Performance Appraisal, Benefits, Continuous Process Improvement – Juran Trilogy, PDSA Cycle, 5S, Kaizen, Supplier Partnership – Partnering, sourcing, Supplier Selection, Supplier Rating, Relationship Development, Performance Measures – Basic Concepts, Strategy, Performance Measure.

3. STATISTICAL PROCESS CONTROL (SPC)

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The seven tools of quality, Statistical Fundamentals – Measures of central Tendency and Dispersion, Population and Sample, Normal Curve, Control Charts for variables and attributes, Process capability, Concept of six sigma, New seven Management tools.

4. TQM TOOLS

9

Benchmarking – Reasons to Benchmark, Benchmarking Process, Quality Function Deployment (QFD) – House of Quality, QFD Process, Benefits, Taguchi Quality Loss Function, Total Productive Maintenance (TPM) – Concept, Improvement Needs, FMEA – Stages of FMEA.

5. QUALITY SYSTEMS

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Need for ISO 9000 and Other Quality Systems, ISO 9000:2000 Quality System – Elements, Implementation of Quality System, Documentation, Quality Auditing, QS 9000, ISO 14000 – Concept, Requirements and Benefits.

Total hours: 45

TEXT BOOK:

1. Dale H. Besterfield, et al., Total Quality Management, Pearson Education Asia, 1999. (Indian reprint 2002).

REFERENCES:

1. James R. Evans & William M. Lindsay, The Management and Control of Quality, (5th Edition), South-Western (Thomson Learning), 2002 (ISBN 0-324-06680-5).
2. Feigenbaum, A.V. “Total Quality Management, McGraw-Hill, 1991.
3. Oakland, J.S. “Total Quality Management Butterworth – Heinemann Ltd., Oxford. 1989.
4. Narayana V. and Sreenivasan, N.S. Quality Management – Concepts and Tasks, New Age International 1996.
5. Zeiri. “Total Quality Management for Engineers Wood Head Publishers, 1991.