

SEMESTER VIII

THEORY:

S.No	Subject Name	L	P	M
1.	Total Quality Management	4	0	100
2.	Elective IV	4	0	100
3.	Elective V	4	0	100

PRACTICALS:

S.No	Subject Name	L	P	M
1.	Project Work	0	12	200

SEMESTER – VIII

TOTAL QUALITY MANAGEMENT (Common to EEE,EIE & MECH)

- 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** **9**
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)** **9**
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** **9**
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.

SEMESTER V III

PROJECT WORK

The objective of project work is to enable the students, to work in convenient groups of not more than four members in a group, on a project involving some design and fabrication work or theoretical and experimental studies related to the respective engineering discipline.

Every project work shall have a Guide who is a member of the faculty. Twelve periods per week shall be allotted in the time table for this important activity and this time shall be utilized by the students to receive directions from the Guide, on library reading, laboratory work, computer analysis, or field work as assigned by the Guide and also to present in periodical seminars or viva to review the progress made in the project.

Each student shall finally produce a comprehensive report covering background information, literature – survey, problem statement, project work details, estimation of cost and conclusions. This final report shall be in typewritten form as specified in the guidelines.

The continuous assessment and semester evaluation is to be carried out as specified in the guidelines to be issued from time to time.

Total Hours 180