

TOTAL QUALITY MANAGEMENT

Course	Code	Credits	L-T-P	Assessment		Exam Duration
				SEE	CIA	
Total Quality Management	15ME664	03	3-0-0	80	20	3Hrs

COURSE LEARNING OBJECTIVES:

This course enables students to

1. Understand various approaches to TQM
2. Understand the characteristics of quality leader and his role.
3. Develop feedback and suggestion systems for quality management.
4. Enhance the knowledge in Tools and Techniques of quality management

Module – 1

Principles and Practice: Definition, basic approach, gurus of TQM, TQM Framework, awareness, defining quality, historical review, obstacles, benefits of TQM.

Quality Management Systems: Introduction, benefits of ISO registration, ISO 9000 series of standards, ISO 9001 requirements. **08 Hours**

Module - 2 Leadership: Definition, characteristics of quality leaders, leadership concept, characteristics of effective people, ethics, the Deming philosophy, role of TQM leaders, implementation, core values, concepts and framework, strategic planning communication, decision making, **08Hours**

Module - 3

Customer Satisfaction and Customer Involvement:

Customer Satisfaction: customer and customer perception of quality, feedback, using customer complaints, service quality, translating needs into requirements, customer retention, case studies. Employee Involvement – Motivation, employee surveys, empowerment, teams, suggestion system, recognition and reward, gain sharing, performance appraisal, unions and employee involvement, case studies. **08 Hours**

Module - 4

Continuous Process Improvement: process, the Juran trilogy, improvement strategies, types of problems, the PDSA Cycle, problem-solving methods, Kaizen, reengineering, six sigma, case studies.

Statistical Process Control : Pareto diagram, process flow diagram, cause and effect diagram, check sheets, histograms, statistical fundamentals, Control charts, state of control, out of control process, control charts for variables, control charts for attributes, scatter diagrams, case studies

Module – 5

Tools and Techniques: Benching marking, information technology, quality management systems, environmental management system, and qualityfunction deployment, quality by design, failure mode and effect analysis, product liability, total productive maintenance. **08 Hours**

COURSE OUTCOMES:**Student will be able to**

1. Explain the various approaches of TQM
2. Infer the customer perception of quality
3. Analyze customer needs and perceptions to design feedback systems.
4. Apply statistical tools for continuous improvement of systems
5. Apply the tools and technique for effective implementation of TQM.

TEXT BOOKS:

1. Total Quality Management: Dale H. Besterfield, Publisher -Pearson Education India, ISBN: 8129702606, Edition 03.
2. Total Quality Management for Engineers: M. Zairi, ISBN:1855730243, Publisher: Wood head Publishing

REFERENCE BOOKS:

1. Managing for Quality and Performance Excellence by James R.Evans and Williuam M Lindsay,9th edition, Publisher Cengage Learning.
- 2 A New American TQM, four revolutions in management, ShojiShiba, Alan Graham, David Walden, Productivity press, Oregon, 1990 3. Organizational Excellence through TQM, H. Lal, New age Publications, 2008

Reference Books:

1. Engineering Optimization Methods and Applications, A Ravindran, K, M.Ragsdell, Willey India Private Limited,2nd Edition,2006.
2. : Introduction to Operations Research- Concepts and Cases, F.S. Hillier. G.J. Lieberman, 9th Edition, Tata McGraw Hill. 2010.

Scheme of Examination:

Two question to be set from each module. Students have to answer five full questions, choosing at least one full question from each module.