

TOTAL QUALITY MANAGEMENT

Sub Code : 05MBA42

IA Marks : 50

No. of Lecture Hrs / week: 04

Exam Hours: 3 Hours

Total no. of Lecture Hrs : 56

Exam Marks: 100

MODULE 1 (04 Hrs)

Introduction to total quality management

Concepts of quality and total quality, costs of quality, organizing for quality control, statistical quality control, concepts of quality assurance, total quality control & management, benefits of TQM.

MODULE 2 (06 Hrs)

Quality' management philosophies

Evolution of TQM, Quality philosophies, Deming philosophies, Deming cycle, Deming's 14 points, Juran philosophy, quality trilogy & universal break through 'sequence, Steps for quality improvement, Philips Crosby's tenet, quality is tree, absolutes of quality, 14 steps for quality improvement, . Taguchi's quality loss functions, Feigenbaum's philosophy.

MODULE 3

Managing for quality and high performance

Top management commitment and involvement, customer involvement and focus, designing product and process for quality, developing supplier partnership, customer services, employee involvement and empowerment, quality at the source, quality circles, TQM models, quality standards and awards - ISO 9001 - 2000, ISO 14000, QS 9000, Deming Prize, Malcolm Baldrige Quality awards, European quality awards, designing high performance work teams, training, team work and cooperation, compensation and recognition, overcoming resistance to change, employee motivation and performance, appraisal for achieving high quality performance.

MODULE 4

Process management and quality control tools

Tools for quality planning, Quality Function Deployment (QFD), concepts and techniques, six sigma concept, Deming's PDCA cycle, Poka Yoke and 7 QC tools

MODULE 5

Strategic management for Total Quality

Total quality and competitive advantage, strategic planning and total quality improvement strategies, quality planning process, strategy development, management tool for implementing policy deployment, quality culture and leadership, organizing for total quality, TQM organization, recognizing organizations for TQM.

MODULE 6

Benchmarking

Evolution of benchmarking, concepts, advantages, limitations of benchmarking, areas to bench mark, levels and types of bench marking, bench marking process, role of benchmarking in TQM.

MODULE 7

Business process reengineering

Prirteiples, concepts, applications, benefits and limitations of reengineering, reengineering process and its relevance to TQM

MODULE 8

Concepts of Capability Maturity Models

Case studies with Indian context

RECOMMENDED BOOKS:

1. Total Quality Management Prof K Shridhar Bhat HPH, lie, 2004
- . 2. Total Qualtiy Management - Dr B Janakiraman, Prof R K Gopal PHI, 2005
3. Total Quality Management - James R Evans - South Western Publishers, 2/e, 2000
4. Total Quality Management R P Mohanty, R R Lakhe Jaico,2003

REFERENCE BOOKS:

- I. Management Guide To Quality And Productivity - M R Gopalan, John Bicheno - Biztantra, 2/e, 2004
2. Quality Management - Kaniska Bedi -Oxford Publication, 2004

3. Quality Management Creating And Sustaining Organizational Effectiveness C S Summers - Pearson/PHI, 2004
4. Total Quality Management - Poornima M Charantimath
5. People CMM - Nandyal - TMH, 2004
6. Total Quality Management - Dale H Besterfield, Carol Besterfield, Pearson/PHI
7. Total Quality Management - Hubert Rampersad - TMH, 2005