



TOTAL QUALITY MANAGEMENT

(Open Elective- II)

B.Tech. IV Year I Semester

Course Code	Category	Hours / Week			Credits	Maxumum Marks		
		L	T	P		CIA	SEE	Total
ME4122OE	Eleective	3	0	0	3	30	70	100
Contact classes: 60	Tutorial Classes : NIL	Practical classes : NIL			Total Classes :60			
Prerequisites: No Prerequisites								

COURSE SYLLABUS

MODULE- I

Introduction: The concept of TQM, Quality and Business performance, attitude, and involvement of top management, communication, culture and management systems. Management of Process Quality: Definition of quality, Quality Control, a brief history, Product Inspection vs. Process Control, Statistical Quality Control, Control Charts and Acceptance Sampling.

MODULE- II

Customer Focus and Satisfaction: Process vs. Customer, internal customer conflict, quality focus, Customer Satisfaction, role of Marketing and Sales, Buyer - Supplier relationships.

Bench Marking: Evolution of Bench Marking, meaning of bench marking, benefits of bench marketing, the benchmarking procedure, pit falls of bench marketing.

MODULE- III

Organizing for TQM: The systems approach, organizing for quality implementation, making the transition from a traditional to a TQM organization, Quality Circles, seven Tools of TQM : Stratification, check sheet, Scatter diagram, Ishikawa diagram, paneto diagram, Kepner & Tregoe Methodology.

MODULE- IV

The Cost of Quality: Definition of the Cost of Quality, Quality Costs, Measuring Quality Costs, use of Quality Cost information, Accounting

Systems and Quality Management.

MODULE- V

ISO9000: Universal Standards of Quality: ISO around the world, The ISO9000 ANSI/ASQCQ- 90. Series Standards, benefits of ISO9000 certification, the third party audit, Documentation ISO9000 and services, the cost of certification implementing the system.

TEXTBOOK:

1. Total Quality Management, Joel E. Ross, Taylor and Francis Limited
2. Total Quality Management, P.N. Mukherjee, PHI

REFERENCE BOOKS:

1. Beyond TQM, Robert L. Flood
2. Statistical Quality Control, E.L. Grant.
3. Total Quality Management : A Practical Approach, H.Lal
4. Quality Management , Kanishka Bedi , Oxford University Press , 2011
5. Total Engineering Quality Management , Sunil Sharma Macmillan



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