

Sh. L.N. Hindu College, Rohtak

Affiliated to M.D.University, Rohtak

A Post Graduate Co-Educational College, Bhiwani Road, Rohtak

Accredited by NAAC with 'B' (2.74) Grade

Certificate Course in Total Quality Management

Beneficiaries: BBA/BCA Students

Duration: 30 Hours

How this Certification Course is beneficial?

TQM professionals are in great demand. Certification for TQM professional assesses & test on planning, implementing and maintaining quality systems across the organization. The certification tests the candidates on various areas in models and framework of TQM, Quality Management system, and Continues improvement, QFD, FMECA and statistical Process Control.

Syllabus

External Marks: 60

Internal Marks: 40

Total Marks: 100

Note: Examiner will be required to set nine questions in all. Question Number 1 will consist of total 20 parts (multiple choice questions) covering the entire syllabus and will carry 20 marks. In addition to the compulsory question there will be four units i.e Unit I to Unit IV. Examiner will set two questions from each unit of the syllabus and each question will carry 10 marks. Students will be required to attempt Five questions in all. Question number 1 will be compulsory.

Unit-I

Introduction to Total Quality Management

Definitions, Concept of Quality, Characteristics, Nature, Principles, Evolution of Quality, Dimensions of Quality: Customer's perspective and Producer's perspective, Factors affecting quality, Quality-vision, mission, Quality statements, TQM Framework.

Unit-II

Philosophies of Quality Management

Overview of the contributions of Deming, Juran Crosby, Feigenbaum, Ishikawa, Japanese 5S principle, Kaizen.

Performance Excellence Award- Deming Excellence Award and Malcolm Baldrige National Quality Award.

Unit-III

Tools and Techniques for TQM

Benchmarking: Definition, concepts, benefits, elements, reasons for benchmarking, process of benchmarking, Failure Mode Effect Analysis (FMEA): stages, design, process and documentation. Quality Functions deployment (QFD): House of Quality, Process and Benefits. Taguchi Quality Loss Function, Total Productive Maintenance (TPM)- concept and need. Six Sigma- Features, Goals, Six Sigma Implementation.

Unit-IV

Statistical Process Control

Central Tendency, The seven tools of quality, Normal Curve, Control Charts, Process Capability, Quality System

Introduction to ISO 9000, ISO 9000: 2000, ISO 14000- Quality Management Systems, Guidelines for performance improvements.

Case Study:

Hotel & Tourism industry-Taj Hotel

Automobile industry- Tata Motors

E-Commerce industry- Amazon

Mumbai Dibba Vala

Suggested Readings:

- Dale H. Besterfield et al, Total Quality Management, Third edition, Pearson Education
- Shridhara Bhat K, Total Quality Management – Text and Cases, Himalaya Publishing House
- Gupta. S et al, Quality Management, First Edition, Khanna Books
- S. Rajaram, Total Quality Management, First edition, Dreamtech Press

Note: Latest and additional good books may be suggested and added from time to time.