

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.


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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

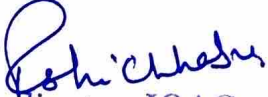
Tools and Techniques for TQM

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


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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.

Psh. Chatur.
Coordinator, IQAC
Sh. L.N. Hindu College, Rohtak



Sh L N Hindu College Rohtak

Registration List for the Session 2019-20

of Course LLT Total Quality Management

Course Coordinator Manjiv Nalwar

Sr no	Name of Student	Class	Roll No	Signature
1	Mohamed Sameer	BBA 2nd	4316	Mohan
2	Shiv Kumar	"	4311	Shiv
3	Manisha	"	4310	Manisha
4	Yash Bhardwaj	"	4317	Yash
5	Anil	"	4306	Anil
6	Vaish Pathwa	"	4302	Anil
7	Akshada	"	4301	Akshada
8	Rupesh	BBA 3rd	3104	Rupesh
9	Malvish Shamp	"	3100	Malvish
10	Sahil	"	3128	Sahil
11	Ravleen Kaur	BBA 2nd	4319	Ravleen
12	Rinku Bajaj	BBA 3rd	3106	Rinku
13	Aniket	"	3117	Aniket
14	Bhavya	BBA 2nd	4331	Bhavya
15	Simran Anand	BBA 3rd	3033	Simran
16	Hari OM	BBA 3rd	3039	Hari om
17	Himanshu Kalyan	"	3012	Himanshu
18	Kunal Narang	BBA 2nd	3077	Kunal
19	Ranjan Kumar	BBA 3rd	3027	Shruti
20	Shruti	"	3040	Shruti
21	Kurh	"	3020	Kurh
22	Ashwini Kumar	"	3010	Ashwini
23	Yash Kumar	BBA 2nd	4308	Yash
24	Bhairsay	BBA 3rd	3032	Karish
25	Sumit Anjeer	BBA 3rd	3008	Sumit
26	Karish	BBA 3rd	3112	Karish
27	Gurpreet Shah	BBA 2nd	4021	Gurpreet
28	Mayank Kochhar	BBA 2nd	4010	Mayank
29	Bala Kathun	BBA 2nd	4002	Bala
30	Priya	BBA 2nd	4004	Priya
31	Varun Arora	BBA 3rd	3121	Varun
32	Nandini Juneja	BBA 2nd	4309	Nandini
33	Pooja	BBA 2nd	4315	Kunal
34	Kunal	BBA 2nd	4015	Nisha
35	Nisha	BBA 2nd	4026	Nisha
36	Kavya	BBA 3rd	3112	Kavya
37	Chirag	BBA 3rd	3007	Chirag
38	Mayank Gidhar	BBA 2nd	4022	Mayank

Pehicheshu
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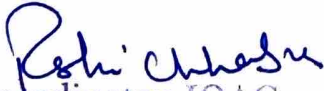
I. L.N. Hindu College, Rohtak

Award List (including Internal Assessment & Final Theory Examination) with Grades of successful students regarding Online Certificate Course on Total Quality Management

Course Coordinator: Nupur Makkar

Session: 2019-20

S.No	Name	Class	Roll No	I.A.(M.M . 40)	Theory Exam. (M.M. 60 Marks)	Total Marks(100)	Grade
1.	Shiv Kumar	BBA 2nd year	4311	36	48	84	A
2.	Manisha	BBA 2nd year	4310	38	49	87	A
3.	Yash Bhardwaj	BBA 2nd year	4317	32	44	76	B
4.	Amit	BBA 2nd year	4306	38	48	86	A
5.	Akshda	BBA 2nd year	4301	37	52	89	A
6.	Rupesh	BBA 3rd year	3104	38	50	88	A
7.	Manish Sharma	BBA 3rd year	3120	38	50	88	A
8.	Sahil	BBA 3rd Year	3128	37	46	83	A
9.	Ravleen Kaur	BBA 2nd year	4319	39	50	89	A
10.	Ritik Bajaj	BBA 3rd year	3106	36	48	84	A
11.	Aniket	BBA 3rd year	3117	33	46	79	B
12.	Bhavya	BBA 2nd year	4331	35	50	85	A
13.	Simran Anand	BCA 3rd year	3003	34	46	80	A
14.	Hari om	BCA 3rd year	3039	32	46	78	B
15.	Kunal Narang	BBA 3rd Year	3107	32	46	78	B
16.	Ranjan Kumar	BCA 3rd year	3027	39	52	91	A
17.	Shruti	BCA 3rd year	3040	32	38	70	B
18.	Kush	BCA 3rd year	3020	37	48	85	A
19.	Yash Kumar	BBA 2nd year	4308	34	48	82	A
20.	Dhairaya	BCA 3RD Year	3032	39	50	89	A
21.	Kashish	BBA 3rd year	3132	36	42	78	B
22.	Gunjan Shah	BCA 2nd	4021	39	52	91	A


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Award List (including Internal Assessment & Final Theory Examination) with Grades of successful students regarding Online Certificate Course on Total Quality Management

Course Coordinator: Nupur Makkar

Session: 2019-20

		year					
23.	Mayank kochar	BCA 2nd	4010	38	46	84	A
24.	Priya	BCA 2nd year	4004	37	50	87	A
25.	Varun Arora	BBA 3rd year	3121	32	46	78	B
26.	Nandiya Juneja	BBA 2nd year	4309	32	44	76	B
27.	Paras	BBA 2nd year	4315	46	34	80	A
28.	Kunal	BCA 2nd year	4015	38	48	86	A
29.	Nisha	BCA 2nd	4026	36	46	82	A
30.	Lavya	BBA 3rd year	3112	35	50	85	A
31.	Chirag	BCA 3rd year	3007	34	48	82	A
32.	Mayank Girdhar	BCA 2nd Year	4022	38	50	88	A

Nupur

Course Coordinator

Rohit Chhabra
Coordinator, IQAC
Sh. L.N. Hindu College, Rohtak

