

COURSE NO. SEC 2**(a) BASIC QUALITY MANAGEMENT****COURSE OBJECTIVES**

1. This course is aimed at orienting the students towards the importance of quality as a management tool.
2. Towards understanding the principles and practices of total quality management
3. Introducing the various tools and techniques used in the measurement of quality
4. Understanding the importance of six sigma as a quality tool
5. Sensitizing the participants to the importance of quality in services sector

COURSE OUTCOMES

1. Students get to know about the evolution and importance of quality management.
2. Helps the students get aware of various tools used for quality management in the organizations.
3. Students will be able to know about the quantitative and qualitative techniques used to measure the effectiveness of quality management tools.
4. Students will be able to use the six sigma applications for quality check.
5. Students can understand the use of total quality management in various service organizations.

UNIT – I: INTRODUCTION: The concept of Quality. Quality Dimensions. Product and Service Quality. Inspection, Statistical Quality Control, Quality Assurance and Total Quality Management. Conventional Quality Management versus Total Quality Management. Evolution of TQM. Historical perspectives of TQM – Deming, Juran, Crosby and Taguchi’s Contributions. Customer and supplier focus in TQM. Benefits and Costs of TQM.

UNIT – II: TOOLS AND TECHNIQUES OF TQM: Statistical Tools - Check Sheets, Histograms, Scatter Diagrams, Pareto’s Chart, Regression Analysis & Control Charts. Cause and Effect Diagrams, The Five Why’s, Five S’s, Kaizen, JIT, Quality Circles, Gantt Chart and Balanced Score Card. Dimensions of Service Quality. An overview of TQM in Service Organisations.

SUGGESTED BOOKS

1. Sunil Sharma, “Total Engineering Quality Management”, Macmillan India Ltd.
2. Ron Basu, “Implementing Quality: A Practical Guide to Tools and Techniques”, Thompson.
3. Kanishka Bedi, “Quality Management”, Oxford University Press.
4. Mukherjee, PN, “Total Quality Management”, PHI.
5. R. P. Mohanty & R. R. Lakhe, “TQM in the Service Sector”, Jaico Books.