

<b>Course Number and Name</b>												
BBA 008 & Total Quality Management												
<b>Credits and Contact Hours</b>												
3 & 45												
<b>Course Coordinator's Name</b>												
Dr.Fabiyola Kavitha												
<b>Text Books and References</b>												
<b>TEXT BOOKS:</b>												
1. Dale H.Besterfiled, "Total Quality Management", 3 <sup>rd</sup> edition 2011 Pearson Education												
2. James R.Evans& William M.Lidsay, —"The Management and Control of Quality", 9 <sup>th</sup> Edition South-Western (Thomson Learning),												
<b>REFERENCES:</b>												
1. Feigenbaum.A.V. —Total Quality Management; 4 edition (August 1, 11, McGraw-Hill Professional												
2. Oakland.J.S. —Total Quality Managementl,, 3 <sup>rd</sup> Edition, 2003. Butterworth – HcinemannltdOxford												
3. <a href="https://open.library.ubc.ca/cIRcle/collections">https://open.library.ubc.ca/cIRcle/collections</a>												
<b>Course Description</b>												
The purpose of this course to provide the knowledge of quality in a particular system.												
<b>Prerequisites</b>						<b>Co-requisites</b>						
Professional Courses												
required, elective, or selected elective (as per Table 5-1)												
Required												
<b>Course Outcomes (COs)</b>												
CO1:Understand quality concepts and philosophies of TQM												
CO2:Apply TQM principles and concepts of continuous improvement												
CO3:Apply and analyze the quality tools, management tools and statistical fundamentals to improve quality												
CO4:Understand the TQM tools as a means to improve quality												
CO5:Remember and understand the quality systems and procedures adopted												
CO6:know prerequisites of evolution of total quality management and significance of quality gurus' works to the management of modern organizations.												
<b>Student Outcomes (SOs) from Criterion 3 covered by this Course</b>												
COs/POs	a	b	c	d	e	f	g	h	i	j	k	l
CO1	H					M				M		
CO2	M	L	H					L				
CO3	M			H					H			H
CO4	M				L		M				L	

CO5		L										
CO6						H						

**List of Topics Covered**

<b>UNIT- I</b>	<b>INTRODUCTION</b>	<b>9</b>
<p>Definition of Quality, Dimensions of Quality, Quality costs, Top Management Commitment, Quality Council, Quality Statements, Barriers to TQM Implementation, Contributions of Deming, Juran and Crosby, Team Balancing</p>		
<b>UNIT- II</b>	<b>TQM PRINCIPLES</b>	<b>9</b>
<p>Customer satisfaction – Customer Perception of Quality, Customer Complaints, Service Quality, Customer Retention, Continuous Process Improvement, 5S, Kaizen, Just-In-Time and TPS</p>		
<b>UNIT –III</b>	<b>STATISTICAL PROCESS CONTROL</b>	<b>9</b>
<p>The seven tools of quality, New seven Management tools, Statistical Fundamentals – Measures of central Tendency and Dispersion, Population and Sample, Normal Curve, Control Charts for variables and attributes, Concept of six sigma.</p>		
<b>UNIT- IV</b>	<b>TQM TOOLS</b>	<b>9</b>
<p>Quality Policy Deployment (QPD), Quality Function Deployment (QFD), Benchmarking, Taguchi Quality Loss Function, Total Productive Maintenance (TPM), FMEA</p>		
<b>UNIT- V</b>	<b>QUALITY SYSTEMS</b>	<b>9</b>
<p>Need for ISO 9000 and Other Quality Systems, ISO 9001:2008 Quality System – Elements, Implementation of Quality System, Documentation, Quality Auditing, ISO 14001:2004</p>		