

Course Number and Name	
BBA008 – TOTAL QUALITY MANAGEMENT	
Credits and Contact Hours	
3&45	
Course Coordinator's Name	
Dr.Praveen	
Text Books and References	
TEXT BOOKS:	
1. Dale H.Besterfiled, et al., “Total Quality Management”, Pearson Education, Inc.2003. (Indian reprint 2004). ISBN 81-297-0260-6.	
REFERENCE BOOKS:	
1. Evans. J. R. & Lindsay. W,M “The Management and Control of Quality”, (5th Edition),South-Western (Thomson Learning), 2002 (ISBN 0-324-06680-5).	
2. Feigenbaum.A.V. “Total Quality Management”, McGraw-Hill, 1991.	
3. Oakland.J.S. “Total Quality Management”, Butterworth Hcinemann Ltd., Oxford,1989.	
4. Narayana V. and Sreenivasan, N.S. “Quality Management – Concepts and Tasks”,New Age International 1996.	
5. Zeiri. “Total Quality Management for Engineers”, Wood Head Publishers, 1991.	
6. freecomputerbooks.com/Total-Quality-Management-and-Six-Sigma.htm	
Course Description	
1. To introduce to the student about the basic terms related to quality and concepts of quality management	
2. To familiarize the student about the basic principles of total quality management	
3. To acquaint the student with the basic statistical tools used in process control	
4. To introduce to the student about the various tools used in implementing and checking total quality management	
5. To familiarize the student about the different quality systems used in auditing the quality of a company/industry/organization	
Prerequisites	Co-requisites
Professional Courses	Nil
required, elective, or selected elective (as per Table 5-1)	
Non Major Elective	
Course Outcomes (COs)	
CO1	By understanding about various quality terms, it will be helpful for the student to maintain quality in his/her organization
CO2	The student will be able to formulate new plans/procedures to be implemented to achieve the desired quality status by knowing about the various principles of quality management
CO3	The student will be able to analyze the periodical data in quality control using statistical

	tools
CO4	The total quality management tools will help the student to understand the procedures in measuring the quality of the organization/process and will also enable him/her to identify the parameters that are improving/depriving the quality
CO5	By knowing about the quality ISO systems, the student will be maintain processes/documentation properly so that the quality maintained by his/her organization gets recognized
CO6	As a whole the students will understand the importance of quality in all the fields of engineering and the social circle.

Student Outcomes (SOs) from Criterion 3 covered by this Course

COs/SOs	a	b	c	d	e	f	g	h	i	j	k	l
CO1			M		H		M	H	M	L	L	M
CO2			M		H		M	H	M	L	L	M
CO3			M		H		M	H	M	L	L	M
CO4			H		H		M	H	M	L	L	M
CO5			H		H		M	H	M	L	L	M
CO6			H		H		M	H	M	L	L	M

List of Topics Covered

UNIT I INTRODUCTION	9
Definition of Quality, Dimensions of Quality, Quality Planning, Quality costs – Analysis Techniques for Quality Costs, Basic concepts of Total Quality Management, Historical Review, Principles of TQM, Leadership – Concepts, Role of Senior Management, Quality Council, Quality Statements, Strategic Planning, Deming Philosophy, Barriers to TQM Implementation	
UNIT II TQM PRINCIPLES	9
Customer satisfaction – Customer Perception of Quality, Customer Complaints, Service Quality, Customer Retention, Employee Involvement – Motivation, Empowerment, Teams, Recognition and Reward, Performance Appraisal, Benefits, Continuous Process Improvement – Juran Trilogy, PDSA Cycle, 5S, Kaizen, Supplier Partnership – Partnering, sourcing, Supplier Selection, Supplier Rating, Relationship Development, Performance Measures – Basic Concepts, Strategy, Performance Measure.	
UNIT III STATISTICAL PROCESS CONTROL (SPC)	9
The seven tools of quality, Statistical Fundamentals – Measures of central Tendency and Dispersion, Population and Sample, Normal Curve, Control Charts for variables and attributes, Process capability, Concept of six sigma, New seven Management tools.	
UNIT IV TQM TOOLS	9

Benchmarking – Reasons to Benchmark, Benchmarking Process, Quality Function Deployment (QFD) – House of Quality, QFD Process, Benefits, Taguchi Quality Loss Function, Total Productive Maintenance (TPM) – Concept, Improvement Needs, FMEA – Stages of FMEA.

UNIT V QUALITY SYSTEMS

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Need for ISO 9000 and Other Quality Systems, ISO 9000:2000 Quality System – Elements, Implementation of Quality System, Documentation, Quality Auditing, TS16949, ISO 14000 – Concept, Requirements and Benefits