

GE8077 TOTAL QUALITY MANAGEMENT

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UNIT I INTRODUCTION 9

Introduction - Need for quality - Evolution of quality - Definitions of quality - Dimensions of product and service quality - Basic concepts of TQM - TQM Framework - Contributions of Deming, Juran and Crosby - Barriers to TQM - Customer focus - Customer orientation, Customer satisfaction, Customer complaints, Customer retention.

UNIT II TQM PRINCIPLES 9

Leadership - Quality Statements, Strategic quality planning, Quality Councils - Employee involvement - Motivation, Empowerment, Team and Teamwork, Recognition and Reward, Performance appraisal - Continuous process improvement - PDCA cycle, 5S, Kaizen - Supplier partnership - Partnering, Supplier selection, Supplier Rating.

UNIT III TQM TOOLS AND TECHNIQUES I 9

The seven traditional tools of quality - New management tools - Six sigma: Concepts, Methodology, applications to manufacturing, service sector including IT - Bench marking - Reason to bench mark, Bench marking process - FMEA - Stages, Types.

UNIT IV TQM TOOLS AND TECHNIQUES II 9

Quality Circles - Cost of Quality - Quality Function Deployment (QFD) - Taguchi quality loss function - TPM - Concepts, improvement needs - Performance measures.

UNIT V QUALITY MANAGEMENT SYSTEM 9

Introduction—Benefits of ISO Registration—ISO 9000 Series of Standards—Sector-Specific Standards—AS 9100, TS16949 and TL 9000-- ISO 9001 Requirements—Implementation— Documentation—Internal Audits—Registration- ENVIRONMENTAL MANAGEMENT SYSTEM: Introduction—ISO 14000 Series Standards—Concepts of ISO 14001—Requirements of ISO 14001—Benefits of EMS.

TEXT BOOK:

1. Dale H.Besterfield, Carol B.Michna, Glen H. Besterfield, Mary B.Sacre, Hemant Urdhwareshe and Rashmi Urdhwareshe, —Total Quality ManagementII, Pearson Education Asia, Revised Third Edition, Indian Reprint, Sixth Impression, 2013.

REFERENCES:

1. James R. Evans and William M. Lindsay, "The Management and Control of Quality", 8th Edition, First Indian Edition, Cengage Learning, 2012.
2. Janakiraman. B and Gopal. R.K., "Total Quality Management - Text and Cases", Prentice Hall (India) Pvt. Ltd., 2006.