

For Notes, Question Papers, Syllabus & Many More

CC5006 QUALITY MANAGEMENT TECHNIQUES

DETAILED SYLLABUS

UNIT I INTRODUCTION

Need for TQM, evolution of quality, Definition of quality, TQM philosophy – Contributions of Deming Juran, Crosby And Ishikawa, TQM Models.

UNIT II PLANNING

Vision, Mission, Quality policy and objective Planning and Organization for quality, Quality policy Deployment, Quality function deployment, introduction to BPR and analysis of Quality Costs.

UNIT III TQM PRINCIPLES

Customer focus, Leadership and Top management commitment, Employee involvement – Empowerment and Team work, Supplier Quality Management, Continuous process improvement, Training, performance Measurement and customer satisfaction.

UNIT IV TQM TOOLS AND TECHNIQUES

PDSA, The Seven Tools of Quality, New Seven management tools, Concept of six sigma, FMEA, Bench Marking, JIT, POKA YOKE, 5S, KAIZEN, Quality circles.

UNIT V QUALITY SYSTEMS

Need for ISO 9000 Systems, clauses Documentation, Implementation, Introduction to ISO14000 and OSHAS18000, Implementation of TQM, Case Studies.

REFERENCES

1. Brain Rethery, ISO 9000, Productivity and Quality Publishing Pvt.Ltd., 1993.
2. D.Mills, Quality Auditing, Chapman and Hall, 1993.
3. Juran J.M and Frank M.Gryna Jr., “Quality Planning and Analysis”, TMH, India, 1982.
4. Narayana V. and Sreenivasan, N.S., “Quality Management – Concepts and Tasks”, New Age International 1996.
5. Oakland.J.S. “Total Quality Management”, Butterworth–Hcinemann Ltd., Oxford, 1989.
6. Zeiri. “Total Quality Management for Engineers”, Wood Head Publishers, 1991.