

COURSE HANDOUT

CODE(COURSE NAME) : PR803C (TOTAL QUALITY MANAGEMENT)

Credit 3, Semester 8, Production and Industrial Engineering.

1. Fundamental of TQM , Some important philosophy and their impact on Quality (Deming, Juran, Crosby)
2. Features of Malcom Balridge quality award, Identification and Measurement of Quality Costs, issues related to products, process,organisation.
3. Leadership and commitment for Total Quality Achievement, Tools and Techniques used in TQM: seven tools, new seven essential features of QCC, ZD, Kaizen and JIT programmes.
4. Fundamental concepts about Quality Function Deployment (QFD), Concepts of Total Quality System (TQS) in organisations.
5. Quality Auditing: Introduction to ISO 9000 and 14000 standards.