

AMRITA SCHOOL OF BUSINESS
AMRITA VISWA VIDYAPEETHAM
Coimbatore
Trimester V, 2016
Operations Management Elective

Course : Total Quality Management
Instructor: Dr. Mridula Sahay

Introduction

Total quality is a description of the culture, attitude and organization of a company or a business that aim to provide, and continue to provide, its customers with products and services that satisfy their needs. The culture requires quality in all aspects of the company's or business operations with aim to perform things right at the very first attempt and defects and waste are eradicated fully from operations. TQM, QC, SQC, PC, TQC are varied nomenclatures being used in literature as a means to achieve the goal of quality.

It the quality of the product or services at reasonable cost with good design that can bring country at the top of technologically advanced nation to day

Objectives

- to equip students with the strategies to develop, design, produce and service a product which is most economical, most useful and always satisfactory to the customer;
- to appraise students about approaches to achieve customer satisfaction at a competitive price to the buyer at an internal cost to the supplier that allows him an excellent financial performance;
- to develop an attitude towards doing right things, right at the first time, every time.

Take away:

The students will gain understanding on:

- The core concepts of Quality Management
- Statistical tools and its utility

Professional Standards

Professional Standards provide a guideline for professional behavior by students, and faculty inside the classroom. The course coordinator is committed to creating an environment in which

every individual can work and study in a culture of mutual respect. When making individual decisions we must keep in mind the interests of the many other stakeholders.

Consistent with the general goal of mutual respect, faculty, students, and staff are reminded to Demonstrate.

Attending the class - Each class benefits from the attendance and participation of all students. Your grade for participation will be affected by absences.

Arriving on time - Late arrivals are disruptive to both lectures and class discussion, and show disrespect to those who are on time. Class starts 5 minutes after the hour

Minimizing disruptions - Laptops, cell phones and other electronic devices should be turned off during class. You should not leave and re-enter the class. You should avoid engaging in side conversations after class has begun.

Respect - You should act respectfully toward all class participants.

Course Contents

TQM Concepts and framework, Problem solving cycle, TQM Leadership, Quality Audit, Cost of quality, quality Implemenattion

Statistical Process Control Chart, Sampling Scheme, OC Curve, Process Value Analysis

Philosophy of QM, Deming Principals, Quality System Design, Quality /management system

Quality Improvement, Six-sigma Taguchi method, ISO-9000: Objective, Continues improvement (TPM), Capabilities and Improvement Performance measurement, FORK Model

Total Quality Management workshop

Text Book

Gitlow, Oppenheim, Oppenheim and Levine” Quality Managemen”, McGraw Hill

Reference Books

1. Dale H. Besterfield, Carol Besterfield Michna, Glen Besterfield, Mary Besterfield Sacre, “Total Quality Managemen”, Prentice Hall
2. David L. Goetsch, Stanley Davis, Stanley B. Davis, ”Quality Management”,

Prentice Hall

3. Joel E. Ross, "Total Quality Management: Text, Cases and Reading", St. Lize Press
4. James R. Evans, "Total Quality Management, Organization and Strategy", Thomson, South Western
5. John S. Oakland, "Total Quality Management: Text With Cases", Butterworth - Heinemann
6. John T. Rabbitt, Peter A. Bergh, "The ISO 9000 Book: A Global Competitor's Guide to Compliance and Certification", Quality Resource
7. S. Thomas Foster, Jr., "Managing Quality", Prentice Hall

Evaluation

Term Paper : 30%
Presentation : 15%
Surprise Quiz : 15%
End Term : 40%

Session-wise Break up

| Session | Topic |
|---------|--|
| 1-2 | TQM Concepts and framework |
| 3 | Problem solving cycle |
| 4 | TQM Leadership |
| 5-6 | Quality audit, Quality Implementation |
| 7-8 | Statistical Process Control Chart |
| 9 | Sampling Scheme, OC Curve, Process Value Analysis |
| 10 | Philosophy of QM |
| 11 | Deming Principals |
| 12-13 | Quality System Design |
| 14 | Quality /management system |
| 15 | Quality Improvement, Six-sigma, |
| 16 | Cost of Quality |
| 17 | Taguchi method, ISO-9000: Objective, |
| 18-19 | Continues improvement (TPM), , |
| 20-21 | Capabilities and Improvement Performance measurement, FORK model |
| 22-24 | Case – TQM Exemplary Organization – for whole course |
| 25-26 | TQM – Hands on Experience |