MBA II Year	MBA-E322/422		Semester-III/IV		
	Total Quality Management				
Time Allotted for End Semester Examination	Marks Allotted for Internal Assessment	Marks Allotted for End Semester Examination (ESE)	Maximum Marks (MM)	Total Credits	Maximum Hours
3 Hrs.	**30 (20+10)**	**70**	**100**	**03**	**40**

OBJECTIVE: The objective of this course is to acquaint the students with basics of Total Quality (TQ) from design assurance to service assurance, to give emphasis on International Quality Certification Systems – ISO 9000 and other standards and their applicability in design manufactur ing qua lity control and services, to closely inter link management of quality, reliability and maintainability f or total product assurance and to focus on quality of services in contemporary environment.

- Total Quality and Organizational change, Basic Concept of Total Quality (TQ), Evolution of Total Quality Management, Components of TQM. **Case Study1:** Customer Servicemen. **(8 hours)**
- How to implement TQM, pitfalls in operating TQM, Reengineering to change, Employee Involvement, Teams and Groups. **(8 hours)**
- Statistical Process control and Improvement, Statistical quality control, manufacturing to specification versus manufacturing to reduce variations. **Case Study2:** The human factor in 5S implementation: perspectives from Poland. **(8 hours)**
- Total Productive Maintenance (TPM), Quality Audits, Lead Assessment and ISO.9000 Standards, Six Sigma. **(8 hours)**
- Total Quality of Services, Total Quality and ERP, TQM and World Class Manufacturing. **(8 hours)**

SUGGESTED READINGS:

1. Bank, J.(1992). *The Essence of Total Quality Management*. Prentice Hall, New Delhi.
2. Carruba, Eugene. R & Gorden, Ronald, D.(1991). *Product Assurance Principles. Integrating Design Assurance & Quality Assurance*. McGraw Hill,New York.
3. Dale, B. G.ed.(1999). *Managing Quality.*PHI, New Delhi.
4. Feigenbaum, A.V. (1991). *Total Quality Control*, McGraw Hill, New Delhi.
5. Grant, Eu.gene, L. & Leavenworth, Richards(1991). *Statistical Quality Control*. McGraw Hill, New York.
6. Ireson, W.G. & Coombas, C.P.(1988). *Hand book of Reliability Engineering & Management*. McGraw Hill, New York.
7. Juran, J.M.ed.(1988). *Quality Control Handbook*. McGraw Hill, New York.
8. Lochner, Robert. H.,Matar, Joseph, E.(1990). *Designing for Quality*. Chapman & Hill, London.
9. Madan, P. (2006). *Total Quality Management*. Krishna Prakashan.Delhi.
10. Pike, John & Barnes, Richard.(1994). *TQM in Action*. Chapman & Hill,London.
11. **Case Study1:** Wieslaw Urban Agnieszka Mazurek , (2011)," The human factor in 5S implementation: perspectives from Poland ", Emerald EmergingMarkets Case Studies, Vol. 1 Iss 3 pp. 1 – 8. Permanent link to this document:http://dx.doi.org/10.1108/20450621111163322.
12. **Case Study2:** Krzykowski, B. (2008). *Customer Servicemen*. Quality Progress.Vol 41(6) pp. 30–34.http://asq.org/qic/display-item/index.html?item=24480

NOTE: The list of cases, specific reference and books including recent articles will be announced in the class by concerned teachers from time to time.