

TOTAL QUALITY MANAGEMENT
B.E, VI Semester, Mechanical Engineering
[As per Choice Based Credit System (CBCS) scheme]

Course Code	17ME664	CIE Marks	40
Number of Lecture Hours/Week	03	SEE Marks	60
Total Number of Lecture Hours	40(8 Hours per Module)	Exam Hours	03

Credits – 03

Course objectives:

1. Understand various approaches to TQM
2. Understand the characteristics of quality leader and his role.
3. Develop feedback and suggestion systems for quality management.
4. Enhance the knowledge in Tools and Techniques of quality management

Module – 1

Principles and Practice: Definition, basic approach, gurus of TQM, TQM Framework, awareness, defining quality, historical review, obstacles, benefits of TQM.

Quality Management Systems: Introduction, benefits of ISO registration, ISO 9000 series of standards, ISO 9001 requirements.

Module – 2

Leadership: Definition, characteristics of quality leaders, leadership concept, characteristics of effective people, ethics, the Deming philosophy, role of TQM leaders, implementation, core values, concepts and framework, strategic planning communication, decision making.

Module – 3

Customer Satisfaction and Customer Involvement:

Customer Satisfaction: customer and customer perception of quality, feedback, using customer complaints, service quality, translating needs into requirements, customer retention, case studies.

Employee Involvement – Motivation, employee surveys, empowerment, teams, suggestion system, recognition and reward, gain sharing, performance appraisal, unions and employee involvement, case studies.

Module – 4

Continuous Process Improvement: process, the Juran trilogy, improvement strategies, types of problems, the PDCA Cycle, problem-solving methods, Kaizen, reengineering, six sigma, case studies.

Statistical Process Control: Pareto diagram, process flow diagram, cause and effect diagram, check sheets, histograms, statistical fundamentals, Control charts, state of control, out of control process, control charts for variables, control charts for attributes, scatter diagrams, case studies

Module - 5

Tools and Techniques: Benchmarking, information technology, quality management systems, environmental management system, and quality function deployment, quality by design, failure mode and effect analysis, product liability, total productive maintenance.

Course outcomes:

1. Explain the various approaches of TQM
2. Infer the customer perception of quality
3. Analyze customer needs and perceptions to design feedback systems.
4. Apply statistical tools for continuous improvement of systems
5. Apply the tools and technique for effective implementation of TQM.

TEXT BOOKS:

- Total Quality Management: Dale H. Besterfield, Publisher -Pearson Education India, ISBN: 8129702606, Edition 03.
2. Total Quality Management for Engineers: M. Zairi, ISBN:1855730243, Publisher: Wood head Publishing

REFERENCE BOOKS

1. Managing for Quality and Performance Excellence by James R.Evans and William M Lindsay, 9th edition, Publisher Cengage Learning.
- 2 A New American TQM, four revolutions in management, Shoji Shiba, Alan Graham, David Walden, Productivity press, Oregon, 1990
3. Organizational Excellence through TQM, H. Lal, New age Publications, 2008


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