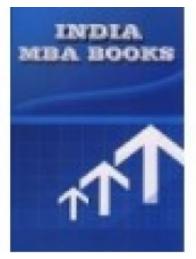
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Edition Description: 2021-22

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Unit-1 Concept of total Quality Cost of Quality, Evolution of total Quality management, Components of Total Quality loop, principles of TQM, organisational changes for adopting TQM.

Unit-2 Concepts on SQC Acceptance Sampling and Inspection Plans Statistical process comfort.

Unit-3 Quality Management Systems, Lead Assessment and ISO9000 standards Basic approach of ISO 9000andTQM principles and objectives Applicability and areas of coverage of ISO - 9000standards.

Unit-4 Strategic tools and techniques for TQM, Quality function Deployment (QFD),Failure Mode and Evaluation analysis(FMEA), Qualitycircle, Zero-defect programme, concurrent engineering, Taquchi's Qualityloss function Affinity Deogram K J method, Q-7 tools, bench marking, Business programme reengineering, principles and tools, six-sigma.

Unit-5 Functional Linkage of Quality with reliability and maintainability, Failure analysis (FTA / FMEA) optimum maintenance decisions Total Production Maintenances (TPM), qualityaudits, Performance evaluation of TQM