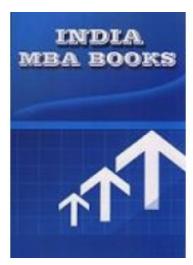# TOTAL QUALITY MANAGEMENT

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Introduction: Quality Management-Benefits of TQM-Gurus of TQM-Leadership

Characteristics of Quality Leaders - Quality Councils-Deming philosophy - Quality Management & strategic Planning-Customer Satisfaction and Customer Retention-Service Quality - Quality Circles-Present & Future trends of Total Quality Management - Quality Management in India.

UNIT II:
Business Process Reengineering-Continuous Process Improvement-Juram Trilogy-PDCA Cycle-Kaizen Model-Supplier Partnership-Supplier Selection-Supplier Rating-Quality Cost-Bench Marking-Reasons for Bench Marking Process-Pitfalls & Criticism Of Bench Marking

UNIT III:
IT and Quality Standards-TQM and IT-Computers and Quality functions- Quality Management System-ISO Registration -ISO 9000 Series-ISO 14000 Series-Quality Standards & Internal and its-Environmental Management System
UNIT IV:
Tools & Techniques of TQM: Quality by Design - Quality Management Function Deployment-Building a House of QFD process-Communication Model-FMEA Documentation-Product Liability-Total Productive maintenance-Autonomous Work Group

UNIT V:
Management Tools: Introduction-Forced Field Analysis-Tree diagram-Process decision Program Chart-Statistical Process control-Process capability-Experimental Design-Orthogonal Design-Quality strategy for Indian Industries.
NOTE: - At least one Case Study is to be discussed per unit in the class

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