

TOTAL QUALITY MANAGEMENT

Course Objectives:

This course is designed to provide in depth Knowledge of the Total Quality Management (TQM) and its effectiveness in Pakistani organizations to improve productivity and efficiency. It presents several TQM frameworks, concepts, and quality improvement tools necessary for implementing the quality culture that characterizes world-class organizations.

This main objective of this course are as follows:

-) To provide students' knowledge about basic concepts of Quality and to describe it in its broader perspective.
-) To provide a forum for discussion on quality, and to provide an exposure and discussion on quality issues.
-) To analyze some existing methods and techniques of quality management within an organization and to advise on how to overcome various quality issues.
-) To give exposure to students on a basic competence with the tools and techniques used by real-life quality assurance department in maintaining quality.

Course Contents

-) Introduction to total quality management
-) definition of TQM
-) overview of quality and dimensions of quality
-) TQM framework
-) quality gurus and their contribution to TQM
-) obstacles in implementing TQM program in an organization
-) Role of top management in implementing TQM
-) quality statements
-) importance of communication in implementing TQM
-) Relationship of customer satisfaction and
-) Quality improvement
-) Role of employees teamwork and employee
-) Empowerment initiatives for successful TQM

-) Performance measures for TQM
-) typical measurements (cost, time, hr, marketing,
-) Administrative measures and so on)
-) criteria for choosing performance measures and
-) Building performance excellence
-) Quality management system
-) benefits of iso registration
-) environmental management system (iso 14000)
-) Statistical process control
-) introduction to spc

Reference Books

Management and Control of Quality and Excellence: Evans, James R., Dec 2012