

OM 580 Total Quality Management

This subject provides the in depth Knowledge of the Total Quality Management (TQM) and its effectiveness in Pakistani organizations to improve productivity and efficiency. This course work includes areas like, introduction to Total Quality Management, overview of major topics related to TQM including managerial and engineering aspects, relationship between TQM and corporate strategy, gurus of TQM and their ideas, implementation of TQM, role of management tiers in TQM implementation, Business Process Re-engineering (BPR), service industry and quality, quality circles, use of quality tools and techniques for continuous quality improvement.

Pre-requisite: None

Course Contents:

-) Evolution of TQM: Historical evolution - quality leaders, Common teachings of quality "gurus"; Definitions of quality - from abstract to value-based; Evolution of marketing concepts of quality; Quality costs; Customer-supplier value chains; Total quality management concept and system
-) TQM Principles and Strategies: Customer focus; Process improvement; Total involvement; Quality management strategies
-) TQM tools and techniques: Seven tools of quality; The house of quality; Taguchi methods; Quality function deployment; Statistical quality control
-) Organizing for TQM; Leadership for TQM; Education and training; TQM organization structure; Communication; Measurements; Reward and recognition; Team-building for TQM
-) Implementing TQM: Managing key processes; Steps in process improvement; measuring process improvements; Benchmarking for TQM; Quality management systems - ISO 9000 series; Quality awards - Baldrige, Ford, and others
-) Functional analysis; Purpose; Method; Benefits; Applications
-) Human side of quality: Empowerment; Teamwork; Stages of team development; Stages of application; Manager's responsibility
-) Process improvement: Managing key processes; Six steps to process improvement
-) Problem solving: Methodology; Cause-Effect Diagram; Data gathering and analysis & implementation
-) KAIZEN- Continuous improvements: KAIZEN and management; The KAIZEN umbrella; KAIZEN and TQM; Suggestion systems
-) TQM in service organizations; measuring service quality; Cost of service quality

Text Books:

-) The Managing for Quality and Performance Excellence: Evans, James R.
-) Management and Control of Quality and Excellence: Evans, James R.