

# Quality Management

## Course Content:

1. Introduction and evolution of quality movement
2. Contributions of Shewhart, Deming, Juran, Feigenbaum, Crosby and Japanese Ishikawa, Taguchi, Taichi Ohno, Shigeo Shingo
3. Statistical quality control basics
4. Basics of sampling & reliability  
Quality tools and techniques
5. Quality Improvement and Total Employee Involvement
6. JIT manufacturing and Lean manufacturing through waste elimination
7. Six Sigma tools, quality circles
8. Statistical Process control, process capability studies
9. Cost of quality – Juran / Crosby
10. CMM / PCMM
11. Quality Management in services – the SERVQUAL Model

## Reference Text:

1. Mike Asher, Gopal Kanji, TQM Tools Word Press, 1996
2. R.L. Flood, Beyond TQM, John Wiley & Sons publications (14 May 1993)
3. Dale H Besterfield, Carol Besterfield, Mary Besterfield, Sacre Glen - Total Quality Management – Pearson Publications, 2011
4. Dr Vikram Sharma, Total Quality Management – International Book House

Ltd, 2013

5. Poornima M Charantimath, Total Quality Management, Pearson Publications, 2011