



**Dr. V. N. Bedekar Institute of Management, Thane**  
**Teaching Plan (MMS)**  
**Academic Year (2015-2017)**

**Programme Name:** MMS

Semester: - **II**

**Name of the Course:** TQM

**Maximum marks:** 100

**No. of Sessions:** 15

**Name of the Faculty:** Ms. Prema Mahale  
**Mobile No:**

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**Weblink:** NA

**Learning Objectives:**

- 1 Know concept of Total Quality management
- 2 Know the tools for quality control and management
- 3 Understand relation of cost and value to business

**Reference Books:**

- 1 TQM in this Service R.P.Murthy, R.R.Lakhe
- 2 Total Quality Institute of Directors
- 3 100 TQM Tools Mike Asher, Gopal Kanji
- 4 Beyond TQM R.L.Flood

**Text books:**

- 1 Total Quality Management Dale H Besterfield, Carol Besterfield, Mary Besterfield, Sacre Glen Hhe
- 2 Quality Management Total Quality Management Dr Vikram Sharma
- 3 Total Quality Management Poornima M Charantimath



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**Plan:**

<b>Session No</b>	<b>Topics to be covered</b>	<b>References-Print/Online</b>	<b>Learning outcomes</b>
1	Introduction and evolution of quality movement	Lecture and case analysis	To Understand concept of quality
2	Contributions of Shewhart, Deming, Juran, Feigenbaum, Crosby	Lecture and case analysis	To know and appreciate the development of quality movement
3	Contributions of Japanese pioneers Ishikawa, Taguchi, Taichi Ohno, Shigeo Shingo	Lecture and case analysis	To know and appreciate the development of quality movement
4	Statistical quality control basics	Lecture and case analysis	To understand the statistical techniques and tools for quality control
5	Basics of sampling & reliability	Lecture and case analysis	• To know the methodology of sampling
6	Quality tools and techniques ( Basic and advanced tools)	Lecture and case analysis , numerical	To understand techniques and tools for quality control
7	Quality Improvement and Total Employee Involvement	Lecture and case analysis	To understand role of employee and their involvement
8	JIT manufacturing and Lean manufacturing through waste elimination	Lecture and case analysis	To know Just In Time and Lean Manufacturing
9	Six Sigma tools, quality circles	Lecture and case analysis	To understand role and functioning of quality circles
10	Statistical Process control, process capability studies	Lecture and case analysis, numerical	To know how to meas
11	Cost of quality – Juran / Crosby	Lecture and case analysis	To understand the relation of Cost and Quality
12	CMM / PCMM , Latest ISO, Overview of international Quality framework	Lecture and case analysis	To know different frameworks for achieving international standards



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**Evaluation:**

**I) Internal:**

<b>Component</b>	<b>Details</b>	<b>Marks</b>
Class Test	Multiple choice question test	20
Presentation	Group presentation	10
Case Study	Group Discussion	5
Participation		
Others	Attendance	5

**II) External:**

**(Sample questions)**

- What are the factors influencing customer satisfaction
- Customer retention is more powerful than customer satisfaction
- What are the conditions necessary for empowerment?
- What is meant by recognition and reward?
- What is TQM?.
- How to measure TQM success
- How can TQM be implemented
- What are the components of TQM

**Signature of Faculty**

**Signature of the Co-ordinator**