



**Dr. V. N. Bedekar Institute of Management Studies, Thane**  
**Teaching Plan (MMS / PGDM)**  
**Academic Year (2014-15)**

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**Programme:** MMS

**Name of the Course:** TQM

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**Maximum marks:** 100 **No. of Sessions:** 15

**Name of the Faculty :** Ms. Prema Mahale

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**Weblink:**

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**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
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**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>Pedagogy</b>	<b>Remark</b>
1	Introduction and evolution of quality movement	Lecture and case analysis	
2	Contributions of Shewhart, Deming, Juran, Feigenbaum, Crosby	Lecture and case analysis	
3	Contributions of Japanese pioneers Ishikawa, Taguchi, Taichi Ohno, Shigeo Shingo	Lecture and case analysis	
4	Statistical quality control basics	Lecture and case analysis	
5	Basics of sampling & reliability	Lecture and case analysis	
6	Quality tools and techniques (Basic and advanced tools)	Quality Improvement and Total Employee Involvement	
7	Quality Improvement and Total Employee Involvement	Lecture and case analysis	
8	JIT manufacturing and Lean manufacturing through waste elimination	Lecture and case analysis	



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9	Six Sigma tools, quality circles	Lecture and case analysis	
10	Statistical Process control, process capability studies	Lecture and case analysis, numerical	
11	Cost of quality – Juran / crossby	Lecture and case analysis	
12	CMM / PCMM , Latest ISO, Overview of international Quality framework	Lecture and case analysis	
13	Case Studies and Presentations	Case Study, White board	



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**Evaluation:**

**I) Internal:**

<b>Component</b>	<b>Details</b>	<b>Marks</b>
Class Test	On first four chapter	20
Presentation, Assignment etc.	Two Groups for presentation, each group is made up of four students	10
Class Participation	Question-answer session, Interaction, Knowledge sharing	5
Student Conduct	Case study discussion	5

**Prema, Mahale**

**Signature of Faculty**

**Signature of Co-ordinator**