

**Department of Public Health
Institute of Social & Cultural Studies
Faculty of Behavioral & Social Sciences
University of the Punjab, Lahore**

Course Outline

Programme	BS Workplace Health & Safety Promotion	Course Code	WHSP 307	Credit Hours	3
Course Title	Interdisciplinary IV- Total Quality Management				

WHSP 307- Total Quality Management

Course Description

- This course has been developed to cater for the present and future needs of the national and international industries / organizations. In the present day industry around the globe, there is a need for graduates who have both the technical and management abilities to manage the technical / industrial organizations. Only engineering or management education independently is now considered insufficient. Therefore, the combination of both the engineering and management aspects of industries are essential to cater for the needs of progressing industries.
- This course is especially designed to provide a broad-based knowledge and skills to students to build their technical and management abilities in industries. It provides a sound foundation in the fundamentals of manufacturing technologies, engineering and management.

- **Course Objectives**

After studying this course, students should be able to:

- Know about the Total Quality Management (TQM)
- Evaluate and apply various statistical quality control techniques used in manufacturing and service industries and effectively apply tools and techniques for the quality improvement.
- Understand the processes, tools, techniques and technologies to make their organization more competitive and profitable.
- Address the challenges of management in an industrial environment through excellent leadership and managerial skills.

Course Contents

- Fundamentals of Quality

- Total Quality Management (TQM)
- Major components/elements of TQM
- Macro and micro Economics
- Introduction to Metrology
- Introduction to Business Finance
- Environmental Management
- Information System
- Business Ethics
- Financial Accounting
- Procurement Management
- Principles of Marketing
- Marketing Management
- Basics of Project Management
- Financial Management
- Operations Management
- Organizational Behavior
- Business Research Methods
- Quality Management System Standards
- Process Control
- Lean Six Sigma
- Production Planning and Control
- Manufacturing Processes

Practical Contents

- Industrial visits to observe TQM
- TQM assessment and Development of TQM plan for different industries (Assignment)

Teaching-Learning Strategies

Teaching will be a combination of class lectures, class discussions, and group work and practical demonstrations. Short videos/films will be shown on occasion.

Assignments

The sessional work will be a combination of written assignments, class quizzes, presentation, hand-on practical exercises and class participation/attendance.

Assessments and Examination

Sessional Work: 25 marks

Midterm Exam: 35 marks

Final Exam: 40 marks

Recommended Readings

1. Dahlgaard, J. J., Kanji, G. K., & Kristensen, K. (2008). *Fundamentals of total quality management*. Routledge.
2. José Tarí, J. (2005). Components of successful total quality management. *The TQM magazine*, 17(2), 182-194.
3. Ross, J. E. (2017). *Total quality management: Text, cases, and readings*. Routledge.
4. Kujala, J., & Ullrank, P. (2004). Total quality management as a cultural phenomenon. *Quality management journal*, 11(4), 43-55.
5. Ghobadian, A., & Gallear, D. N. (1996). Total quality management in SMEs. *Omega*, 24(1), 83-106.
6. Canbay, K., & Akman, G. (2023). Investigating changes of total quality management principles in the context of Industry 4.0: Viewpoint from an emerging economy. *Technological Forecasting and Social Change*, 189, 122358.
7. Coelho, C., Mojtahedi, M., Kabirifar, K., & Yazdani, M. (2022). Influence of organisational culture on total quality management implementation in the Australian construction industry. *Buildings*, 12(4), 496.
8. Sotirelis, P., & Grigoroudis, E. (2021). Total quality management and innovation: Linkages and evidence from the agro-food industry. *Journal of the Knowledge Economy*, 12(4), 1553-1573.
9. Babu, F., & Thomas, S. (2020). The relationship between total quality management practices and organisational image in the hospital industry: An empirical examination. *International Journal of Productivity and Quality Management*, 29(1), 1-23.
10. Alzoubi, H. M., In'airat, M., & Ahmed, G. (2022). Investigating the impact of total quality management practices and Six Sigma processes to enhance the quality and reduce the cost of quality: the case of Dubai. *International journal of business excellence*, 27(1), 94-109.