

Program	BS Business Education
Semester	5 <sup>th</sup>
Credit Hours	3
Pre-requisite	None
Course Title	BSBE 307 Total Quality Management
Introduction	This course is designed for the business students needing to understand the principles of TQM, the role of management and the work force in managing quality and the strategies needed to successfully implement a TQM program.
Learning Outcome	By the end of this course, it is expected that the student should be able to <ul style="list-style-type: none"> <li>• Implement the principles and concepts inherent in a Total Quality Management (TQM) approach to managing a manufacturing or service organization.</li> <li>• Understand the philosophies--including similarities and differences--of the gurus of TQM in order to better evaluate TQM implementation proposals offered by quality management organizations and consultants.</li> <li>• Successfully implement process improvement teams trained to use the various quality tools for identifying appropriate process improvements.</li> <li>• Assess exactly where an organization stands on quality management with respect to the ISO 9000 quality management standard and the Baldrige Award criteria</li> </ul>
Course Content	<ul style="list-style-type: none"> <li>• TQM and its Concept</li> <li>• Quality Parameters / characteristics</li> <li>• Limits and Tolerances of acceptance</li> <li>• Quality Inspection and Qualification of Inspector</li> <li>• Generic Production / Transformation/ Operation Model</li> <li>• Product Standards and Standards Institutions</li> <li>• Stages of Quality</li> <li>• Statistical Quality Control and its Charts</li> <li>• TQM Philosophies by Different Quality Gurus and Experts</li> <li>• Conversion Strategy of TQM Philosophies into TQM Practices</li> <li>• TQM Tools &amp; Techniques</li> <li>• System Standards for Quality Assurance</li> <li>• Types of ISO Audits</li> <li>• Technology Intervention</li> <li>• TQM Awards</li> <li>• Indigenous Quality initiatives and Practices</li> <li>• As a Muslim Manager of Quality</li> </ul>
References	<ol style="list-style-type: none"> <li>1. Quality Planning and Analysis - J M Juran and Frank Gryna</li> <li>2. Managerial Breakthrough - J M Juran</li> </ol>

	<p>3. Total Quality Control - A V Fiegenbaum</p> <p>4. The Six Sigma Way - Peter Pande and others</p> <p>5. Quality is Free - Phil Crosby</p> <p>6. Total Quality Management by L. SUGANTHI, ANAND A.</p> <p>7. Total Quality Management by S. Rajaram</p> <p>8. Total Quality Management by Charantimath</p> <p>9. Total Quality Management by Subburaj</p> <p>10. Total Quality Management by Besterfield</p>								
Teaching/ Learning Strategies	<p>Lecture</p> <p>Multimedia presentations</p> <p>Cooperative Learning</p> <p>Non creditor workshops and seminars.</p> <p>Active Learning</p>								
Evaluation Criteria	<p>Course Evaluation</p> <table style="margin-left: 100px;"> <tr> <td>Sessional</td> <td style="text-align: right;">25</td> </tr> <tr> <td>Mid Semester Test</td> <td style="text-align: right;">35</td> </tr> <tr> <td>Final Test</td> <td style="text-align: right;">40</td> </tr> <tr> <td>Total</td> <td style="text-align: right;">100</td> </tr> </table>	Sessional	25	Mid Semester Test	35	Final Test	40	Total	100
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