

KLE Society's
Lingaraj College, Belagavi
(Autonomous)

Department of BBA

B.B.A. : VI Semester

Total Quality Management
(w.e.f. 2018-19 and onwards)

Teaching hours per week – 04 :	Maximum Marks	:	100 Marks
	Semester End Examination	:	70 Marks
	Internal Assessment	:	30 Marks

Course Outcome:

At the end of this course students will be able to:

1. To realize the importance of significance of quality.
2. To Illustrate the TQM Principles.
3. Explain the various types of Techniques are used to measure Quality.
4. Explain standards for total quality management.
5. To understand the ISO standards and also to know the different quality Awards .

Syllabus

UNITS	Syllabus	HOURS
Unit I	Introduction to TQM&Quality Gurus Ideas Meaning and use of TQM Core Concepts of TQM (Quality for profit, Right first time, Acceptable quality levels, Cost of Quality, Competitive Benchmarking, Everyone is involved, Synergy in team work, Ownership and elements of self Management, Managers as Role Models, recognition and rewards and Quality delivery process) <ul style="list-style-type: none">▪ Edwards Deming▪ Walter Shewart▪ Joseph Juran▪ Philip Crosby▪ Kaoru Ishikawa	18
Unit II	Cost of Quality Meaning, Cost of conformance, Cost of non-conformance and Cost of lost opportunities Internal failure Costs and External Failure Costs Prevention Costs and Appraisal Costs	04
Unit III	The TQMEX Model & Japanese 5-S Practice What is TQMEX?	06

	Constituents (Japanese 5 –S, Business Process Re-engineering, Quality Circles, ISO and Total Productive Maintenance) Japanese 5-S Practice	
Unit IV	BPR & Quality Control Circles and Problem solving Meaning - Best practice benchmarking - Total Quality Marketing Total Quality Purchasing - Implementing BPR - Seven Quality Control Tools - The S-S Problem Solving Method - How to establish Quality Control Circles	14
Unit V	ISO Series and Quality Audit What is ISO Series? - The Content of ISO 9001,14000 & 15001 Quality Audit - How to implement ISO? - Benefits of Implementing ISO	08
Unit VI	TPM -Total Productive Maintenance &TQM Kitemarks What is TPM? - The Content of TPM - How to implement TPM? What are TQM Kitemarks? - Different Quality awards Utility of these awards - How to achieve TQM Kitemarks?	10

TEXT BOOKS:

1. TQM an integrated approach – Samuel K Ho
2. The Essence of Total Quality Management – John Bank

REFERENCE BOOKS:

1. Total Quality Management – Sreedhara Bhatt
2. Total Quality Management – Besterfield