Total Quality Management
Code: ADMN-413

Course Name: Total Quality Management
Course Type: Core

Pre-Requisite:

Concentration

Course Level:

<table>
<thead>
<tr>
<th>Year 1:</th>
<th>Semester 1</th>
<th>Semester 2</th>
<th>Summer Semester</th>
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<tr>
<td>Year 2:</td>
<td>Semester 1</td>
<td>Semester 2</td>
<td>Summer Semester</td>
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<tr>
<td>Year 3:</td>
<td>Semester 1</td>
<td>Semester 2</td>
<td>Summer Semester</td>
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<tr>
<td>Year 4:</td>
<td>Semester 1</td>
<td>Semester 2</td>
<td>Summer Semester</td>
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Course Description:
This course provides basic sense of understanding about the Total Quality Management in an Organization.

Objectives:
- To make the students aware, how the system of TQM works.
- To realize the role & importance of TQM in any organization.

Learning Outcome:
The students are expected to develop the knowledge and understanding of TQM system and as future managers, they can contribute in maintaining International Standards of their organization.

Skills to be developed throughout the Course:
Students will develop their analytical and oral communication skills via case study work carried out in seminar sessions. Information technology and written communication skills will be developed when completing the written assignment which will also test student’s creative skills and their abilities to present theoretical information in practical situations. Students are encouraged to make use of IT facilities particularly web sites to support research and reading.
Learning Resources:

1. Text Books

<table>
<thead>
<tr>
<th>Author</th>
<th>Title</th>
<th>Publisher</th>
<th>Year</th>
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<tbody>
<tr>
<td>Evan J.R.,</td>
<td>Total Quality Management</td>
<td>Excel Book</td>
<td>2008</td>
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2. e-Library Reserves

- [http://www.emeraldinsight.com/insight](http://www.emeraldinsight.com/insight)
- [http://www.en.wikipedia/wiki/listof_management_topics](http://www.en.wikipedia/wiki/listof_management_topics)

3. Internet

- Ebsco Business Source Premier: A database containing several hundred key business and management journals with full text articles updated daily.
- Courseware: Specific research support resources and documents, selectively posted to complement and build upon materials available in proctor’s methodological text. Such documentation will typically be posted regularly.
- [www.decalibrary.org](http://www.decalibrary.org)
- [www.ipl.org](http://www.ipl.org)
- [www.lisa.lsbu.ac.uk](http://www.lisa.lsbu.ac.uk)

4. Journals

- Total Quality Management
- International Journal of Productivity and Quality Management
- International Journal of Quality Management
- The Journal of Strategic Information System

Delivery and Teaching Strategy: (Lecture, Online, Physical, blended, self directed through CD, web based courses and DVD)

Methods of Instruction: It would be based on Lecture, demonstration and assignment review. Questions are encouraged and participation is expected.

Assessment Strategy:

a. First Mid Term Exam: 20 Marks to be held on........Day ....Month, 20...
b. Second Mid Term Exam: 20 Marks to be held on……Day …Month, 20…
c. Attendance, Participation & Assignment: 10 Marks
d. Final Exam: 50 Marks
e. Total: 100 Marks

**Syllabus Change Policy:** This syllabus is a guide for the course and is subject to change with advanced notice.

<table>
<thead>
<tr>
<th>Course Contents:</th>
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<tbody>
<tr>
<td><strong>UNIT 2. Introduction to Total Quality Management:</strong> Total Quality Management (TQM) – core concept, features, need for TQM, Cost of quality, Quality Circle, 7 QC Tools, 5-S Concept.</td>
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<tr>
<td><strong>UNIT 3. Quality Audit:</strong> Audit definitions &amp; objectives, purpose and scope of quality audit, types of quality audits, quality auditors, audit performance, audit checklist.</td>
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