



INTERNATIONAL MANAGEMENT INSTITUTE, BHUBANESWAR
Post Graduate Diploma in Management (PGDM)-Part Time
Total Quality Management (OM615)
CREDIT: Full (3 credits)
SESSION DURATION: 90 Minutes

YEAR: 2014-2017

FACULTY: Dr. Ranjit Roy Ghatak
Telephone: (0674)3042178
E-Mail: ranjit@imibh.edu.in
Office hours: 9: 30 am-5.30 pm

Course Introduction:

A core definition of total quality management (TQM) describes a management approach to long-term success through customer satisfaction. In a TQM effort, all members of an organization participate in improving processes, products, services, and the culture in which they work. In a TQM effort, all members of an organization participate in improving processes, products, services, and the culture in which they work.

Total quality management can be summarized as a management system for a customer-focused organization that involves all employees in continual improvement. It uses strategy, data, and effective communications to integrate the quality discipline into the culture and activities of the organization. Many of these concepts are present in modern Quality Management Systems, the successor to TQM.

Course Objectives:

- Develop an understanding on quality management philosophies and frameworks
- Develop in-depth knowledge on various tools and techniques of quality management.
- Learn the applications of quality tools and techniques in both manufacturing and service industry
- Develop analytical skills for investigating and analyzing quality management issues in the industry and suggest implement able solutions to these.

Course Pedagogy:

1. Class will be a mix of interactive lectures, case discussions, and projects.
2. Each class will start with a presentation of relevant case by a group of students who will also cover the topic planned for that class.

Course Readings

Text Book:

- Besterfield, D.H.(2015) , Total Quality Management, 3rd Edition, Pearson,

Reference Books:

- Evans, James R., Lindsay, William M., (2011), The Management and Control of Quality, 8th Edition, Cengage Learning

- Dale, Barrie G., Wieley, Ton Var Der, Iwaarden, Jos Van., Managing Quality, 5th Edition, Wiley India
- Subburaj Ramasamy, (2008), Total Quality Management, Tata McGraw Hill Education, India

Course Evaluation criteria:

Project work including presentation	20
Quizzes-2 Nos	20
Assignment	20
End Term Examination	40

Session Plan (Tentative):

Session No.	Topic	Chapter Reading from the Text Book
1.	Introduction to Quality	Chapter 1
2.	Leadership	Chapter 2
3.	Customer Satisfaction	Chapter 3
4.	Employee Involvement	Chapter 4
5.	Continuous Process Improvement	Chapter 5
6.	Supplier Partnership	Chapter 6
7.	Performance Measures	Chapter 7
8.	TQM Tools and Techniques: Benchmarking	Chapter 8
9.	TQM Tools and Techniques: Information Technology	Chapter 9
10.	TQM Tools and Techniques: Quality Management Systems	Chapter 10
11.	TQM Tools and Techniques: Environmental and Occupational Health and Safety Management System	Chapter 11
12.	TQM Tools and Techniques: Quality Function Deployment	Chapter 12
13.	TQM Tools and Techniques: Quality by Design	Chapter 13
14.	TQM Tools and Techniques: FMEA	Chapter 14
15.	TQM Tools and Techniques: Total Productive Maintenance	Chapter 15
16.	TQM Tools and Techniques: Management Tools and SQC	Chapter 16 , Chapter 17
17.	Assignment 1	Details to be announced in class
18.	Assignment 2	Details to be announced in class
19.	Group Presentations and Evaluations	
20.	Group Presentations and Evaluations	

Group Project:

The group project will be one of the most important learning tools of the course. Each group will comprise of 3 students. This is a highly interactive real life project, which requires a high degree of analysis and tangible recommendations. Your group is required to identify a company as well as project. The deliverables of the project include:

- a. Project proposal
- b. Interim Report
- c. Final Report

Project Proposal Format:

Your proposal should include following:

- Introduction/Background of the project
- Rational for taking the project
- Objective of the study
- Scope of the study
- Methodology (provide flow diagram)
- Expected outcome
- Project schedule

Interim Report Format:

The interim report is like progress report and should be 10 pages (maximum) and include following:

- Introduction/Background of the study
- Objective of the study
- Scope of the study
- Methodology (provide flow diagram)
- Existing System
- Data collection
- Data analysis

Final Report Format:

The final report has to be prepared and submitted in the format encompassing the areas mentioned here under the heading of “Contents”:

Executive Summary

Acknowledgements List of Abbreviations List of Tables

List of Figures

1. Introduction/Background of the study
2. Objective of the study
3. Scope of the study
4. Methodology (provide flow diagram)
5. Existing System
6. Data collection
7. Data analysis
8. Proposed System
9. Recommendations
10. References Appendix

Ground Rules:

- The entire report must be in the range of 10-20 pages
- The Final Report format as mentioned in the heading “Contents” is not sacrosanct. It is subject to change depending on the sector specific requirements that need to be incorporated and highlighted to improve the understanding of supply chain management. Please use Summer Project Guidelines as Style Manual for writing the report
- Grading of the report will be on the strength of the analysis, explanation therein, recommendations and kind of proposed system changes

- No graphs, which are basically a reproduction of the data provided, are to be included as part of the report unless they enhance or aid analysis.

Presentation:

- The presentation should cover both the analysis of primary and secondary data
- Each presentation will be about 12 minutes with 9-10 minutes given to the group to highlight the key findings and 2-3 minutes for open discussion.

Academic Integrity:

Utmost care is taken as to maintain class decorum, follow the exact evaluation norms, conduct fair examinations, fair and transparent evaluation of examination papers so as to maintain the highest academic integrity.