

## Lesson Plan

**Subject** : **Total Quality Management (MEO-410A)**  
**Lesson plan Duration** : 15 Weeks  
**Work load (lecture) per week** : Lectures: 3 hours/Week

Lecture No	Description
1	<b>Unit I:</b> Introduction and philosophies of quality management: introduction, need for quality
2	Evolution of quality
3	Definitions of quality, dimensions of product and service quality
4	Basic concepts of TQM, TQM framework, benefits,
5	Awareness and obstacles, quality, vision, mission and policy statements
6	Contributions of Deming, Juran and Crosby
7	Barriers to TQM, quality statements, customer focus, customer orientation,
8	Customer satisfaction, customer complaints
9	Customer retention, costs of quality.
10	<b>Unit II:</b> Principles of quality management: Leadership,
11	Strategic quality planning, quality councils,
12	Employee involvement, motivation, empowerment, team and teamwork,
13	Quality circles recognition and reward, performance appraisal,
14	Continuous process improvement
15	PDCA cycle, 5S, Kaizen ,supplier partnership
16	Partnering, supplier selection, supplier rating
17	Process capability: Meaning, significance and measurement,
18	Six sigma concepts of process capability
19	<b>Unit III:</b> Tools and techniques for quality management: Quality functions development (QFD), benefits,

20	Voice of customer, information organization
21	House of quality (HOQ),
22	Building a HOQ, QFD process.
23	Failure mode effect analysis (FMEA): Requirements of reliability,
24	Failure rate, FMEA stages,
25	Design, process and documentation, seven old (statistical) tools
26	Seven new management tools
27	Bench marking and POKAYOKE.
28	<b>Unit IV: Quality systems organizing and implementation</b>
29	Need for ISO: 9000,
30	ISO: 9001-2008 quality system
31	Elements, documentation,
32	Quality auditing, QS:9000,
33	ISO: 14000, concepts,
34	Requirements and benefits,
35	TQM implementation in manufacturing
36	TQM implementation in service sectors
37	Quality audits,
38	TQM culture.
39	Revisions
40	Revisions