



QURTUBA UNIVERSITY

Of Science and Information Technology

D.I Khan, Peshawar Khyber Pakhtunkhwa, Pakistan.

Course Name	TQM
Course Code	MGT305
Semester	5th
Credit Hours	03
Total Weeks	16/18
Total Hours	48/54
Total Marks	100
Pre-requisite	None

Course objectives

The aim of Total Quality Management is to define all aspects of quality, and to debate its importance in organizations. It details the key components of quality management and its relevance to organizations producing goods and services. This course explains the principles and the philosophy of total quality management. It focuses on the need for organizational change where necessary to successfully refocus the organization on producing quality products and services. This course develops an understanding as to how TQM gives a competitive edge to organizations in a global and technologically inter-connected world.

Grading Criteria

Distribution	Weight
Quizzes, Assignments, and class participation	10
Mid Term	20
Final Term	70
Total	100

Recommended Book:

1. TQM (2nd Edition) 1999 Joel. E.R.

WEEK WISE BREAKDOWN

Week	Description
1	The Concept of TQM

	<ul style="list-style-type: none"> Quality and business performance
2	Service Quality vs Product Quality <ul style="list-style-type: none"> Aptitudes and involvement of top management Communication
3	Culture <ul style="list-style-type: none"> Management system
4	Organizational Implication ship <ul style="list-style-type: none"> Strategic information systems
5	Organizational Linkages Information and the customer
6	Systems Design <ul style="list-style-type: none"> Strategic quality management
7	Elements of Total Quality Management <ul style="list-style-type: none"> Benefits of TQM
8	Leadership and Strategic Planning <ul style="list-style-type: none"> Leadership styles
Two Assignments + Two Test Mid Term Exam	
9	Deming's <ul style="list-style-type: none"> 14 points for Management
10	A Focus on Customer <ul style="list-style-type: none"> The customer driver quality cycle Building the house of quality
11	Customer Satisfaction Measurement <ul style="list-style-type: none"> Measuring operations performance Tools for data collection and analysis
12	Improving Human Resources <ul style="list-style-type: none"> Improving management practices Problem solving of continuous improvement
13	Psychological Basis for Employee Involvement <ul style="list-style-type: none"> Employee involvement practices Individual participation
14	Planning for Implementation <ul style="list-style-type: none"> The Role of union/management relations Common implementation mistakes
15	ISO Around the World <ul style="list-style-type: none"> Benefits of ISO certification
16	Revision of the Topics Studied and Problem Solution
Two Assignments + Two Test+ Presentation Final Term	

Learning Outcomes:

- 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