

BMS Semester: IV

Paper No: 4

Paper: Quality Management;

Course Code: 4004

Marks: 100 (Internal 25 + External 75)

Credits: 4

Semester End Examination: 75 Marks

Continuous Internal Evaluation: 25 Marks

Duration of the Exam: 3 hours

Objectives:

This course will enable the students to learn the various techniques available for quality improvements in the companies and implement them for enhancing the quality in managing the business.

Criteria	Mode of Evaluation	Marks
Case Study	Case Solution	10
Unit test, viva-voce, assignments, internal objective test, visit to a Manufacturing industry to have practical exposure.	Review Report / presentation	15
	Total	25

Module	Unit No.	Detailed Syllabus	Teaching Hours	Marks/ Weightage
I	1	<p>Quality Management</p> <ul style="list-style-type: none"> a) Quality Concept b) Juran's View of Quality c) Quality Control- Meaning & Benefits d) Quality Assurance e) ISO Standards f) Learning Curve <p>Total Quality Management</p> <ul style="list-style-type: none"> a) Definition & Concept of TQM b) Principle of TQM c) Techniques of TQM d) Importance of TQM 	15	25
II	2	<p>Total Employee Involvement</p> <ul style="list-style-type: none"> a) Quality Circle- Concept & Structure b) Implementation of Quality Circle c) Features & Benefits of Quality Circle d) Suggestion Schemes- Concept, Structure, Rewards for Suggestion Schemes. e) Difference between Quality Circle & Suggestion Schemes 	15	25
III	3	<p>Quality Models- Benchmarking against world class</p> <ul style="list-style-type: none"> a) MeleobmReldeidge Quality b) RB NQA Model c) IT & BPO services-Capability Measuring Models(CMM) <p>Control Charts: Types, Numericals in Control Charts</p>	15	25
IV	4	<p>Kaizen & Six Sigma</p> <ul style="list-style-type: none"> a) Concept of Kaizene b) Importance of Kaizen c) Functions of Kaizen d) Concept of Six Sigma e) Six Sigma applied in Manufacturing f) Six Sigma applied in services <p>Ethical Practices related to Quality Management</p>	15	25
		Total	60	100

Reference Books:

1. S.D Aphale, Productivity & Quality Management- VipulPrakashan, 2003
2. Prof. L.C. Jhamb, Production (Operation) Management- Everest Publishing House, 12th edition 2007