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Description

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PREVIEW OF CHAPTERS SYLLABUS

TOTAL QUALITY MANAGEMENT

Description

- 1. TQM Framework, Historical Review, Gurus of TQM, Obstacles and Benefits of TQM.**
- 2. Leadership for TQM, 7 Habits, The Deming Philosophy, Quality Council, Core Values.**
- 3. Customer Satisfaction, Perception of Quality, Service Quality, Customer Retention.**
- 4. Employee Involvement, Surveys, Empowerment, Suggestion System, Performance Appraisal.**
- 5. Continuous Process Improvement, Improvement Strategies, PDSA Cycle, Kaizen, Re-Engineering, Six Sigma.**
- 6. Benchmarking (Bench Marking Reason, Process, Current Performance and Studying Other Issues).**
- 7. Quality Management Systems, Benefits of ISO Registration, ISO 9000 Series of Registration, ISO 9001 Requirements, Documentation, Registration, Management Systems, ISO 14000 Series Standards.**
- 8. Quality Function Deployment, The QFD Framework, QFD Team, House of Quality.**
- 9. Failure Mode and Effect Analysis, Total Productive Maintenance.**
- 10. Statistical Process Control, Experimental Design.**

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