

Course Code: BMGT E3035

Title: Total Quality Management

Aim: To create an understanding of TQM principles, frameworks, tools and techniques for effective applications in both manufacturing and services.

Learning Outcomes :

By the end of this course unit, the student should be able to;

- Demonstrate knowledge and understanding of the nature and importance of the quality and quality management.
- View the historical development of quality revolution.
- Develop an overview on the practices and theory of Total Quality Management.
- Evaluate the process of Total Quality Management in organizations.

Content:

Introduction; definition of quality, definition of TQM, basic concepts of quality, evolution of quality management, major gurus of TQM, TQM Process, Requirement and Barriers, Cost of Quality. Managing for Productivity; Benchmarking, Standardization, Japanese Concepts for Quality (5s, JIT, Kaizen, 6 Sigma), Statistical Quality Control, Leadership for TQM. National Policy for Quality; Sri Lanka's quality award scheme, Malcam Baldrize quality awards.

Method of Teaching and Learning:

Lectures, Seminars

Scheme of Evaluation:

Examination, Assignments

Recommended Readings :

De Alwis A.C Samastha(2008) Tathwa Kalamanakaranaya, (1 part) Colombo: Godage International Publishing.

J. Juran, Jurans Quality Hand Book (5th Edition), (1999), Burr Ridge Parkway Burr Ridge : McGraw-Hill Publishing Company.

Joel E. Ross, Susan Perry, Total Quality Management: Text, Cases, and Readings (2008) , CRC Press, ISBN:157444266X

L. Suganthi Anand A. Samuel, Total Quality Management (2004), East Delhi, Delhi, India: PHI Learning Pvt. Ltd.

Poornima M, Charanthmath, Total Quality Management, (2009) India: Dorling Kindersley (India) Pvt Ltd

S. L. Lucy Principles of Total Quality, Third Edition, (2004), Press, UK
Vincent K. Omachonu, Joel E. Ross, Joel E Ross,