Course Number and Name

BMA008 - TOTAL QUALITY MANAGEMENT

Credits and Contact Hours

3 & 45

Course Coordinator's Name

Dr.N.Janaki Manohar

Course Objective

- To introduce to the student about the basic terms related to quality and concepts of quality management
- To familiarize the student about the basic principles of total quality management
- To acquaint the student with the basic statistical tools used in process control
- To introduce to the student about the various tools used in implementing and checking total quality management
- To familiarize the student about the different quality systems used in auditing the quality of a company/industry/organization

Prerequisites	Co-requisites
Professional Courses	NIL

required, elective, or selected elective (as per Table 5-1)

Course Outcomes (COs)

CO1	By understanding about various quality terms, it will be helpful for the student to maintain quality in his/her organization
CO2	The student will be able to formulate new plans/procedures to be implemented to achieve the desired quality status by knowing about the various principles of quality management
CO3	The student will be able to analyze the periodical data in quality control using statistical tools
CO4	The total quality management tools will help the student to understand the procedures in measuring the quality of the organization/process and will also enable him/her to identify the parameters that are improving/depriving the quality
CO5	By knowing about the quality ISO systems, the student will be maintain processes/documentation properly so that the quality maintained by his/her organization gets recognized

Student Outcomes (SOs) from Criterion 3 covered by this Course

COs/SOs	a	b	c	d	e	f	g	h	i	j	k
CO1			M		H		M	H	M	L	L
CO2			M		H		M	H	M	L	L
CO3			M		H		M	H	M	L	L
CO4			H		H		M	H	M	L	L
CO5			H		H		M	H	M	L	L