

STELLA MARIS COLLEGE (AUTONOMOUS), CHENNAI
COURSE PLAN June - November 2024

Department : M A Human Resource Management
Name/s of the Faculty : Dr.R.Manimalar
Course Title : TOTAL QUALITY MANAGEMENT
Course Code : 23HR/PE/TQ15
Shift : II

COURSE OUTCOMES (COs)

COs	Description	CL
CO1	Understand the concepts and principles of Total Quality Management	K1
CO2	Adapt concepts and principles in developing the human resources for the organizational effectiveness	K2
CO3	Apply process improvement techniques for high quality output	K3
CO4	Analyze various Quality Control Tools and to implement the quality process	K4
CO5	Enriched knowledge with TQM system adopted by national and international countries	K5,K6

Week	Unit No.	Content	Cognitive Level	Teaching Hours	COs	Teaching Learning Methodology	Assessment Methods
Jun 19 – 26, 2024 (Day Order 1 - 6)	1	Definition of Quality, Dimensions of Quality, Need for Quality	K1-K4	3	1-4	Lecture, Presentation, Discussion	CA and exam
		Evolution of Quality Management	K3-K4	3	3-4	Lecture, Presentation, Discussion	CA and exam
Jun 27 – July 4, 2024 (Day Order 1 - 6)	2	TQM: meaning, Characteristic and fundamental concepts	K1-K5	3	1-5	Lecture, Presentation, Learning by doing	CA and exam
		Historical review: W.Edwards Deming,	K1-K6	2	1-5	Lecture, Presentation, Discussion	CA and exam
July 5 – 12, 2024 (Day Order 1 - 6)		Joseph .M. Juran and Philip.B. Crossby, Ishikawa	K1-K6	2	1-5	Lecture, Presentation, Learning by doing	CA and exam
		Customer satisfaction, Customer perception, customer complaints, service quality, customer retention	K3-K6	3	3-5	Lecture, Presentation, Role Play	CA and exam
July 15 – 23, 2024 (Day Order 1 - 6)		Employee involvement- motivation, empowerment, teams, recognitions and rewards, performance appraisal and supplier partnership	K1-K4	4	1-4	Lecture, Presentation, Role Play	CA and exam
July 24 – 31, 2024 (Day Order 1 - 6)	3	Continuous process improvements- Juran Triology	K1-K6	4	1-5	Lecture, Presentation, Discussion	CA and exam

Aug 1 – 5, 2024 (Day Order 1 - 3)		PDSA cycle	K1-K6	2	1-5	Lecture, Presentation, Learning by doing	CA and exam
Aug 6 – 10, 2024	C.A. Test - I						
Aug 12 – 14, 2024 (Day Order 4-6)		5S Kaizen,	K1-K6	2	1-5	Lecture, Presentation, Discussion	CA and exam
Aug 16 – 23, 2024 (Day Order 1-6)		Quality Circle	K1-K6	3	1-5	Lecture, Presentation, Learning by doing	CA and exam
		FMEA	K1-K6	2	1-5		
Aug 27 – Sep 3, 2024 (Day Order 1-6)	4	QFD	K1-K6	3	1-5	Lecture, Presentation, Learning by doing	CA and exam
		Seven basic QC tools- Check sheets,	K1-K6	2	1-5		
Sep 4 – 11, 2024 (Day Order 1-6)		Cause and Effect diagram, Pareto analysis.	K1-K6	4	1-5	Lecture, Presentation, Learning by doing	CA and exam
Sep 12 - 20, 2024 (Day Order 1-6)		Scatter diagram, Histogram	K1-K6	4	1-5	Lecture, Presentation, Learning by doing	CA and exam
		Control charts and Flow diagram	K1-K6	2	1-5	Lecture, Presentation, Learning by doing	CA and exam
Sep 23 - 26, 2024 (Day Order 1-4)		Concepts of Six Sigma and Benchmarking	K1-K6	5	1-5	Lecture, Presentation, Learning by doing	CA and exam
Sep 27 – Oct 3, 2024	C.A. Test - II						
Oct 4 – 5, 2024 (Day 5 & 6)	5	Quality audit, Quality awards -	K1-K4	2	1-4	Lecture, Presentation, Group Discussion, Case Study	CA and exam

Oct 7 - 15, 2024 (Day Order 1 to 6)	Deming Prize (Japan), Malcolm Baldrye National Quality Award (United States), European Quality Award, Golden Peacock National Quality Award and Australian Quality Award	K1-K4	3	1-4	Lecture, Presentation, Group Discussion, Case Study	CA and exam
	Quality Standards: ISO 9000	K1-K4	2	1-4	Lecture, Presentation, Group Discussion	CA and exam
Oct 16 - 22, 2024 (Day Order 1 to 6)	Quality Standards: ISO 2000 and 14000	K1-K4	2	1-4	Lecture, Presentation, Group Discussion	CA and exam
	Impact of TQM on Human Resource Management	K1-K5	3	1-5	Lecture, Presentation, Group Discussion	CA and exam
Oct 23 - 24, 2024 (Day Order 1 to 2)	REVISION					

Component Number	Topic	Assessment Method	Marks
1	TQM in real-world scenarios.	Presentation	10
2	Implementation of TQM Tools	Discussion and Process mapping	20
3	Quality Management Process	Case Study Analysis	20