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:


Vincent K. Omachonu, Joel E. Ross, Joel E Ross,