Syllabus:

QUALITY CONCEPTS (24 contact hrs)
1. Definition of Quality
2. Dimensions of Quality
3. Terms, concepts and principles
3. Quality Planning
4. Quality Costs
5. Quality philosophies.
6. Basic Concepts of TQM
7. Systems and processes
8. Benefits of Quality
9. Leadership and Role of Senior Management
10. Employee involvement and empowerment

PRINCIPLES (30 contact hrs)
1. Customer Satisfaction and perception of Quality
2. Employee Empowerment
3. Juran Trilogy
4. PDSA AND PDCA
5. Five S
6. Kaizen
7. Supplier partnership, selection and rating
8. Challenge of Business
9. World Class Companies - Parameters and Characteristics

STATISTICAL QUALITY CONTROL (36 contact hrs)
1. Seven Tools of Quality
2. Control Chart
3. Process Capability
4. Concept of Six Sigma
5. New Seven Quality Tools

QUALITY MANAGEMENT TOOLS & TECHNIQUES (36 contact hrs)
1. FMEA
2. TPM
3. Benchmarking
4. DOE : Taguchi and Shainin Techniques
5. Poka Yoke, Jidoka, Andon, SMED,JIT, Heijunka, 5 Whys, Zero Defect.
6, QFD
7. DFA

QUALITY SYSTEMS (18 contact hrs)
1. ISO 9001: 2015 VERSION
2. Quality Auditing
3. ISO 14001 Concept, Need, Benefits

QUALITY FOR SERVICE INDUSTRIES
1. IT Industries
2. Service Industries
3. Education Sector
4. SERVQUAL Model

QUALITY MEASUREMENT & QUALITY AUDIT
1. Balance Score Card
2. Quality Manuals
3. Quality Audit & Awards

Certificate:

All successful candidates will be awarded with a Certificate at the end of the Course by Techno India University.

Course Materials:

Shall be provided by TIU
(1) Complete Study Materials in all seven subjects
(2) Free class room studies and examination
(3) Certificate at the end of the successful completion of the course

Course Fees: INR 15,000 + GST as applicable

The selected students are required to deposit their fees by DD/cheques in favour of "Techno India University, West Bengal". The certificate course is scheduled to commence from second week of November, 2017

TECHNO INDIA UNIVERSITY
WEST BENGAL

CERTIFICATE COURSE
ON
TOTAL QUALITY MANAGEMENT

IN ASSOCIATION WITH

PARTICIPATION FOR PROGRESS
QUALITY CIRCLE FORUM OF INDIA

Venue: Techno India University Campus

Techno India University
EM 4, Sector V, Salt Lake, Kolkata-700091, West Bengal, India
Ph.:+91 33 23576163/64
Email: parthasen202@gmail.com | Mob: +91 9674794042
Email: Shamayitamukherjee.tiu@gmail.com | Mob: +91 9874091076

Preamble:

Total Quality Management is an integral philosophy of management for continuous improvement in the quality of products and processes. TQM functions on the premise that the quality of products and processes is the responsibility of everyone who is involved with the creation or consumption of the products or services offered by an organization. In other words, TQM capitalizes on the involvement of management, workforce, suppliers, and even customers, in order to meet or exceed customer expectations . Total Quality Management (TQM) consists of organization-wide efforts to instill a climate in which an organization continuously improves its ability to deliver high-quality products and services to customers.

The Total Quality Management certification program is developed jointly by **Techno India University, West Bengal** in association with **Quality Circle Forum of India (QCFI)** . It is designed to give the student a strong understanding of TQM and how to apply it in a professional work environment. The program covers all basic TQM principles and gives the student a solid understanding of TQM and how it is implemented in a business environment in order to improve the quality of your organizations through your people.

Learning Objectives :

List the benefits of quality to individuals, organizations, customers, suppliers, and society.

Describe key events in the evolution of quality.

Identify and describe the key components of total quality management (TQM) and understand how organizations approach TQM deployment.

Know the role of process management in TQM and the interrelationship of processes and systems.

Recognize how basic quality tools can be used to help improve processes.

Define different quality concepts related to quality evolution, TQM, process management, and the basic quality tools.

Eligibility:

Graduates in any discipline from any recognized University , practising managers of corporates engaged in manufacturing or services, faculty and staff of educational institutions, managers from healthcare institutions and quality professionals.

The University reserves the right to reject any application, which is not properly filled-in, does not accompany the prescribed fee, which is not received within the stipulated date or for any other reason. The decision of the University in this respect shall be binding upon the applicant.

Duration: Four months

Course Type:

Weekend Classes at Techno India University campus.

Saturday – 2 hours, Sunday – 4 hours

Each class shall be of one hour duration totalling to 100 contact hours.

Minimum 50% attendance is compulsory to appear in the examination to be held in the fourth month

Light snacks shall be provided to students and concerned faculty by TIU.

Subjects:

1. Quality Concepts (18 contact hrs)
2. Principles (18 contact hrs)
3. Statistical Quality Control (18 contact hrs)
4. Quality Management Tools & Techniques (18 contact hrs)
5. Quality Systems (6 contact hrs)
6. Quality for Service Industries (12 contact hrs)
7. Quality Measurement & Quality Audit (6 contact hrs)

Medium: English

Venue: Techno India University, West Bengal Campus, Kolkata

Faculty:

Renowned faculty members from **Techno India University** and faculty from **Quality Circle Forum of India (QCFI)** and subject experts from all over India

Examination:

Duration of examination will be of 2 (two) hours for each subject. Question Paper will be of Multiple Choice Question (MCQ) type.

Full Marks in each subject is 100. Pass Mark in each subject is 50 and in aggregate is 350. If a candidate obtains 350 marks in aggregate but in between 40 to 49 in any two of the subjects, he will be declared as passed in the examination. Programmable calculator and mobile phone are not permitted to use in the examination hall.

All students shall be required to undertake a live project carrying 100 marks for which 4 contact hrs has been allotted for presentation and viva-voce.