

# **STRATEGIC HUMAN RESOURCE MANAGEMENT & TQM**

## **Chapter1. HUMAN RESOURCE MANAGEMENT**

- 1.1 HRM defined
- 1.2 Models of HRM
- 1.3 Aims of HRM
- 1.4 Characteristic of HRM

## **Chapter2: Strategy: concept & processes**

- 2.1 Strategy defined
- 2.2 Concept of fundamentals of strategy
- 2.3 Formulation of strategy

## **Chapter 3: SHRM – Concept & processes**

- 3.1 SHRM defined
- 3.2 Approaches to SHRM
- 3.3 Limitations to SHRM

## **Chapter 4: HR Strategies & Roles in SHRM**

- 4.1 HR Strategies defined
- 4.2 Types of HR Strategies
- 4.3 Criteria for effective HR Strategy
- 4.4 Strategic role of top management
- 4.5 strategic role of front line management
- 4.6 Strategic role of HR Director and HR Specialist

## **Chapter 5: Formulating & Implementing HR Strategy**

- 5.1 Fundamental process consideration
- 5.2 Characteristic of process
- 5.3 Approaches to develop HR Strategies
- 5.4 Conducting strategic review
- 5.5 Implementing HR Strategies

## **Chapter 6: Improving business performance through SHRM**

- 6.1 Impact of HR and HRM on organizational performance
- 6.2 How SHRM concepts impact practice

## **Chapter 7: Introduction to quality & TQM**

- 7.1 Definition & approaches to quality
- 7.2 Definition of TQM & approaches to TQM
- 7.3 Benefits of TQM

## **Chapter 8: Continuous Process Improvement**

- 8.1 Introduction
- 8.2 ADDIE or systems approach
- 8.3 Juran Trilogy
- 8.4 PDCA cycle
- 8.5 Quality improvement strategies
- 8.6 KAIZEN
- 8.7 5S & 6Sigma

## **Chapter 9:7 Tools of quality**

- 9.1 Statistical process controls
- 9.2 Checksheet
- 9.3 Flow chart
- 9.4 Graphs
- 9.5 Histogram
- 9.6 Pareto charts
- 9.7 Cause & effect
- 9.8 Scatter diagram

### **Books:**

- 1) Strategic HRM BY Michel Armstrong ,3<sup>rd</sup> Edition
- 2) Strategic HRM in global economy by Gangaram Singh,R.Nandagoopal ,R.G.priyadarshan
- 3) Strategic HRM and development by Richekl Reges
- 4) Strategic International HRM by Khandula Srinivas
- 5) Strategic planning for HRM BY Rothwell ,William J
- 6) Strategic HRM by Sharma ,Anuradha Khandekar
- 7) TQM – a primer by SM Sunderaraju
- 8) TQM in a week by John Macdonald
- 9) TQM by BSenthil Kumar & J Pravin Paul