

Quality Management
Semester-III

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| 1 | <u>Overview of Quality management:</u>
Definitions
Historical Review
Basic Approach: The Deming Philosophy |
| 2 | <u>Customer Centricity:</u>
Customers' perception of Quality
Translating needs to requirements
Using Information & Feedback |
| 3 | <u>Continuous Improvement:</u>
Process: The PDSA cycle
Problem-solving & kaizen approaches
Reengineering |
| 4 | <u>Employee & Supplier Involvement:</u>
Motivation & empowerment,
Partnering & gain-sharing,
Cultural & external issues |
| 5 | <u>Quality Performance:</u>
Basic Concepts
Cost of Quality
Recognized Award Systems |
| 6 | <u>Statistical Process Control:</u>
Variance
Analysis of Variance
Control and Improvement of Processes |
| 7 | <u>Establishing Process Norms:</u>
Quality Function Deployment
Quality Engineering & Fool-proofing (DoE, FMEA, Poka-Yoke etc.)
Benchmarking |
| 8 | <u>Quality Systems:</u>
Role & structure,
ISO series,
Implementation |
| 9 | <u>Management Tools:</u>
8-D
Force-field, Affinity diagrams, PDPC
Recent developments |
| 10 | <u>Cases & Exercises:</u> |