

## **Total Quality Management**

### **Basic Information**

**Title:** Total Quality Management

**Code:** MGT304

**Credit Hours:** 3 C.H.

**Prerequisite(s):** MGT101

**Classification:** Major Restricted Elective Course

### **Course Description**

This course emphasizes the main concepts and tools of Total Quality Management (TQM) as developed by W. Edwards Deming, Joseph Juran, Philip Crosby, and others. The current course addresses the subjects of Continuous quality improvement, total quality control, cost of quality, competitive advantage, problem solving, and Statistical Process Control (SPC). Additionally, the requirements of adopting and applying TQM Thought.

### **Learning Objectives**

- To understand the basic concepts and theories of Total quality Management.
- To appreciate the importance of cost of quality.
- To be aware of the statistical process control.
- To develop basic understanding of requirements of TQM.

### **Learning Outcomes**

- Outline the evolution of the TQM philosophy.
- Evaluate, define, and document a process with the aid of control charting and statistics.
- Demonstrate the use of attribute and variable control charting and recognizing out-of-control patterns.
- Use design of experiments, process capability studies, and other management.

## Course Outline

Module/Topic
<p><b><u>Module 01: Evolution and Importance of Total Quality Management</u></b> Introduction Objectives <b>Lesson 01:</b> Importance of Quality <b>Lesson 02:</b> Evolution of Quality <b>Lesson 03:</b> What is Total Quality Management? <b>Lesson 04:</b> Quality Pioneers Summary Assessment</p>
<p><b><u>Module 02: Active Living and Health Environment for TQM</u></b> Introduction Objectives <b>Lesson 01:</b> Quality Leadership and Management Commitment <b>Lesson 02:</b> Employee Empowerment <b>Lesson 03:</b> Organizational Culture and Change <b>Lesson 04:</b> Team Building Summary Assessment</p>
<p><b><u>Module 03: TQM Infrastructure</u></b> Introduction Objectives <b>Lesson 01:</b> Customer Satisfaction <b>Lesson 02:</b> Supplier Relation and Partnership <b>Lesson 03:</b> Continuous Improvement Process <b>Lesson 04:</b> Developing TQM Action Plan Summary Assessment</p>
<p><b><u>Module 04: TQM and Other Continuous Improvement Systems</u></b> Introduction Objectives <b>Lesson 01:</b> Quality Standards <b>Lesson 02:</b> Six Sigma <b>Lesson 03:</b> Benchmarking <b>Lesson 04:</b> Just in Time Summary Assessment</p>
<p><b><u>Module 05: Stabilizing and Improving a Process</u></b> Introduction Objectives <b>Lesson 01:</b> Defining and Documenting a Process <b>Lesson 02:</b> Diagnosing and Improving a Process <b>Lesson 03:</b> Statistical Process Control</p>

Module/Topic
<b>Lesson 04:</b> Variables and Attributes Charts Summary Assessment
<b><u>Module 06: The Fork Model For Quality Management</u></b> Introduction Objectives <b>Lesson 01:</b> Management's Commitment to Transformation <b>Lesson 02:</b> Education and Daily Management <b>Lesson 03:</b> Cross-Functional Management <b>Lesson 04:</b> Quality Policy Management Summary Assessment

\*Delivery mode of each module/topic will be determined by instructor and could differ from one semester to the other.