MBA663: TOTAL QUALITY MANAGEMENT

Instructor: Raghu Nandan Sengupta

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Course Name: Total Quality Management, 3-0-0-4

Course number: MBA 663

Department: Industrial & Management Engineering

Proposer's Name: N/A

Prerequisites: N/A

**Syllabus/Course Content:**

Total Quality Management, quality management Philosophies, Leadership, Employee involvement and customer Value Evaluation, Kaizen, Problem Solving and Quality Management, problem solving Fundamentals, Problem Identification, Definition, Diagnosis, Alternative Generation and Evaluation, Elementary concepts related to 7 Old and 7 New Tools for quality Assurance, Basic Statistical Concepts, Control of Accuracy and Precision, Process Capability, SPC, Acceptance Sampling, MIL-STD-105D. Quality Management Systems, ISO 9000, Quality Engineering, Quality Function Development, Introduction to Design of Experiments, Process Optimization and Robust Product Design, Steps to Six Sigma, Management of Service Quality, Management of Software Quality, Course will include projects and industry case studies.

**Text books/References**

1. Introduction of Statistical Quality Control: Douglas C. Montgomery, John Wiley & Sons, 2009, ISBN: 978-0-470-16992-6
2. Total Quality Management: Dale H. Besterfield , Hemant Urdhwareshe , Mary Besterfield-Sacre , Carol Besterfield-Michna , Rashmi Urdhwareshe , Glen H. Besterfield, Pearson, ISBN: 978-81-7758-412-7
3. Design of Experiment: Douglas C. Montgomery, John Wiley & Sons, ISBN: 0-471-31649-0

**Course Policies: Attendance, Honesty Practices, Withdrawal**

1. All quizzes, examination are **OPEN** notes/books.
2. In case a student is **LATE** in submitting any individual/group assignment, quiz , mid-semester, final examination then it will **NOT** be re-scheduled/entertained.
3. Be exactly on time during online session
4. Keep checking URL: <http://home.iitk.ac.in/~raghus/MBA663/> for any updates
5. All individual/group assignments/quiz/exam/projects have to be saved as <MBA663\_Roll#\_Assignment#> or <MBA663\_Group#\_ Assignment#> for individual and group assignments/quiz/exam/projects respectively.
6. All individual/group assignments/quiz/exam/projects have to be updated **within the stipulated date/time** at a certain URL which would be notified. No email or whatsapp method of submission.
7. No change of Group numbers, and if a student/students de-registers/de-register from this course then the registered student(s) of that group continue(s) the group assignments.

**Day/Venue/Time**

1. Day/Time: M: 0900-1015 hrs (IST) and Th: 0900-1015 hrs (IST)
2. Venue:Online

**Office Hours**

1. Over Email only and during class hours (already decided by DoAA and fixed by IME Dept.)
2. Date and time of online classes will not be changed.

**Evaluation Methodology**

1. Individual/Group assignments 30%
2. Individual/Group quizzes 20%
3. Individual/Group mid-semester examination 20%
4. Individual/Group final Examination 25%
5. Attendance 05% (Attendance has to be equal or above 85%, else it is 00%)