

## 604 TOTAL QUALITY MANAGEMENT

- Introduction
- Quality in Manufacturing and Services System
- Principles of Total Quality Management
- Leadership and Strategic Planning
- A focus on the customers
- Quality measurement
- Methods for Continuous Improvement
- Participation and Team Work
- Implementation Issues and Strategies
- Cultural Changes through Teamwork for Quality
- Information Technology – An enabler for quality
- TQM emerging tools and techniques
- ISO 9000 (Series)
- ISO 14000 (Series)

### Suggested Books

1. Total Quality Management by John S. Oakland (Second Edition)
2. Total Quality Management by J. S. Ahluwalia
3. ISO 9000 Quality System by David Hoyle (Second Edition)
4. Total Quality Management and ISO 14000 by Dr. K. C. Arora

605 ELECTIVE – I

606 ELECTIVE - II