Course Name: TQM
Course Code: MGT305
Credit Hours: 03
Course Week: 16-18
Total Hours: 48-54
Semester: 5th

Week – 1
The Concept of TQM
• Quality and business performance

Week – 2
Service Quality vs Product Quality
• Aptitudes and involvement of top management
• Communication

Week – 3
Culture
• Management system

Week – 4
Organizational Implication ship
• Strategic information systems

Week – 5
Organizational Linkages
• Information and the customer

Week – 6
Systems Design
• Strategic quality management

Week – 7
Elements of Total Quality Management
• Benefits of TQM

Week – 8
Leadership and Strategic Planning
• Leadership styles

Week – 9
Deming’s
• 14 points for Management

Week – 10
A Focus on Customer
• The customer driver quality cycle
• Building the house of quality

Week – 11
Customer Satisfaction
Measurement
• Measuring operations performance
• Tools for data collection and analysis

Week – 12
Improving Human Resources
• Improving management practices
• Problem solving of continuous improvement

Week – 13
Psychological Basis for Employee Involvement
• Employee involvement practices
• Individual participation

Week – 14
Planning for Implementation
• The Role of union/management relations
• Common implementation mistakes

Week – 15
ISO Around the World
• Benefits of ISO certification

Week – 16
Revision of the Topics Studied and Problem Solution

Text Books: