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**SO9158      TOTAL QUALITY MANAGEMENT**

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**UNIT I                      CONCEPT OF TQM**

**9**

Philosophy of TQM, Customer Focus, Organization, Top Management Commitment, Teamwork, Quality philosophies of Deming, Crosby and Muller.

**UNIT II                      TQM PROCESS**

**9**

QC Tools, Problem solving methodologies, New Management Tools, work habits, Quality Circles, Bench Marking, Strategic Quality Planning.

**UNIT III                      TQM SYSTEMS**

**9**

Quality policy deployment, quality function deployment, standardization, designing for quality, manufacturing for quality.

**UNIT IV                      QUALITY SYSTEM**

**9**

Need for ISO 9000 system, advantages, clauses of ISO 9000, Implementation of ISO 9000, Quality Costs, Quality auditing, Case Studies.

**UNIT V                      IMPLEMENTATION OF TQM**

**9**

Steps, KAIZEN, 5S, JIT, POKAYOKE, Taguchi Methods, Case Studies.

**TOTAL = 45**

**REFERENCES:**

1. S. Kumar, "Total Quality Management", Firewall Media, 2006
2. John Bank, "The Essence of Total Quality Management", Prentice Hall of India, 1993.
3. Matt Seaver, "Gower Handbook of Quality Management", Third Edition, Gower Publishing, 2003
4. Greg Bounds, Lyle Yorks et al, "Beyond Total Quality Management", McGraw-Hill, 1994.
5. Rose, J.E., "Total Quality Management", Kogan Page Ltd., 1993

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' The English language novel was also the source for the 1975 Bollywood movie 'Khel Khel Mein' featuring Rishi Kapoor, Neetu Singh, Rakesh Roshan, Iftikhar and directed by Ravi Tandon.

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But Sahil wants to marry another girl by the name of Isha, and no amount of pressure can get him to change his mind.. 'Khel Khel Mein' was remade in Bollywood in 1992 featuring Akshay Kumar, Ayesha Jhulka, Deepak Tijori, Anant Narayan Mahadevan and directed by Abbas-Mustaan.. 1 The Police are summoned, they arrest Sahil, try him in the Indian courts, convict him, but instead of giving him the death sentence, they put him in jail for life.. 1 Gupt (1997) Full Movie Watch Video Online in HD Print My Birthday Song (2018) Hindi 720p BluRay x264 AC3 5.. A defiant Sahil, who still maintains his innocence, finds a way to escape, with the authorities hot on his tail, and leading this chase is a senior policeman by the name of Udham Singh, who has never been known to fail in his job of apprehending runaways and other criminals.

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