

## **B.Tech. 7<sup>th</sup> Semester (Mechanical Engineering)**

### **Lesson Plan of Total Quality Management (PEC-ME-702/21)**

<b>S. No.</b>	<b>Content to be Covered</b>	<b>Lect. No.</b>
	<b>UNIT-1 Introduction</b>	
1	Introduction to Quality – Basic concepts	1
2	Need for quality, cost of quality	2
3	Evolution of quality	3
4	Dimensions of quality	4
	<b>UNIT-2 Total Quality Management</b>	
5	Definition, journey from inspection to TQM, TQM Framework	5
6	Dimensions of TQM, TQM viewpoints	6
7	Kano Model to understand customer requirement	7
8	Reasons for adopting TQM, components of TQM	8
9	Steps in TQM implementation	9
10	Roadblocks in TQM implementation	10
11	Reasons for TQM failure	11
12	Factors affecting TQM environment	12
	<b>UNIT-3 Role of soft options in TQM</b>	
13	Hard vs. Soft factors in TQM	13
14	Role of employer, employee, customer and supplier in the organization	14
15	Expectation of employer, employee, customer and supplier from organization	15
16	Human factors in TQM	16
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18	Role of top management commitment, work culture	18
19	Role of motivation, coordination	19
20	Role of attitude, innovation	20
	<b>UNIT-4 TQM Principles</b>	
21	Quality councils- employee involvement	21
22	motivation	22
23	Empowerment, Team and Teamwork	23
24	Quality circles	24
25	recognition and reward	25
26	performance appraisal	26
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