

**B.Tech 7<sup>th</sup> Sem RAI**  
**Lesson Plan of Total Quality Management (PEC-RAI-704/21)**

<b>S.No</b>	<b>Content to be Covered</b>	<b>Lecture No</b>
<b>Unit 1</b>		
1	<ul style="list-style-type: none"> <li>• Introduction</li> <li>• Overview of the subject – Course Outcomes</li> </ul>	1
2	<ul style="list-style-type: none"> <li>• Definitions of Quality</li> <li>• Evolution, History, Service &amp; Product Quality</li> </ul>	2
3	<ul style="list-style-type: none"> <li>• Quality Gurus contribution</li> <li>• Customer Focus</li> </ul>	3
4	Cost to Quality	4
<b>Unit 2</b>		
5	<ul style="list-style-type: none"> <li>• TQM Definitions</li> <li>• TQM framework/ Philosophy</li> </ul>	5
6	Factors affecting TQM enabled culture	6
7	<ul style="list-style-type: none"> <li>• TQM principles</li> <li>• Employee involvement</li> </ul>	7
8	Presentation by Students	8
9	Recognition and reward, Performance appraisal	9
10	Supplier related selection and other issues	10
11	<i>Video lecture on Quality</i>	11
12	Motivation; Empowerment; Team and Teamwork; Quality circles	12
<b>Unit 3</b>		
13	Seven traditional tools of quality	13
14	Benchmarking	14
15	Six Sigma	15
16	FMEA	16
17	Presentation by Students	17
18	Presentation by Students	18
<b>Unit 4</b>		
19	Quality tools and Techniques - Overview	19
20	QFD	20
21	Waste Management	21
22	5S and Kaizen	22
23	Presentation by Students	23
24	TPM	24
25	Examples on Q T&T	25
26	Control Charts	26
27	Interdependency of TQM Factors	27
28	TQM application	28
29	Presentation by Students	29
30	Presentation by Students	30

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<b>Unit 5</b>		
31	ISO 9000	31
32	ISO 9000	32
33	ISO 14000	33
34	ISO 14000	34
35	Review of TQM Factors	35
36	Discussion on left out topics/ topics of interest	36