

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

S.No	Content to be Covered	Lecture No
	Unit 1	
1	<ul style="list-style-type: none"> • Introduction • Overview of the subject – Course Outcomes 	1
2	<ul style="list-style-type: none"> • Definitions of Quality • Evolution, History, Service & Product Quality 	2
3	<ul style="list-style-type: none"> • Quality Gurus contribution • Customer Focus 	3
4	Cost to Quality	4
	Unit 2	
5	<ul style="list-style-type: none"> • TQM Definitions • TQM framework/ Philosophy 	5
6	Factors affecting TQM enabled culture	6
7	<ul style="list-style-type: none"> • TQM principles • Employee involvement 	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
	Unit 3	
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
	Unit 4	
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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	Unit 5	
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