

**VEER NARMAD SOUTH GUJARAT UNIVERSITY, SURAT**  
**TOTAL QUALITY MANAGEMENT**

**Objectives :**

The objective of this course is to acquaint the students with to make clear to candidates the basic concept of Total Quality (TQ ) From design assurance to service assurance ; to give emphasis on international quality certification systems – ISO 9000 and other standards and their applicability in design , manufacturing ,quality control and services , to closely interlink management of quality , reliability and maintainability for total product assurance to focus on quality of services in contemporary environment .

**Contents :**

Basic concept of Total quality (TQ) , Evolution of Total quality management ; Components of TQ loop, Conceptual approach to S.Q.C , Acceptance sampling and inspection plans , statistical process control ,Process capability studies ,Humanistic aspects of TQM, Management of QC and Z.D .Programmers ,Quality Improvement teams ; Q-7 tools ; Fault Tree Analysis ,Quality costs ,Taguchi loss Function , Functional linkages of quality with Reliability and maintainability analysis ;( FTA/FMEA)and optimum maintenance decisions ; Total Productive maintenance ( TPM) ; Quality audits ,Lead assessment and ISO – 9000 standards ; Marketing aspects of T.Q ; Total quality of services ; Total quality and safety ;Six Sigma .

**Reference:**

1. Carruba, Eugene R and Gorden, Ronald D. Product Quality Principles: Integrating Design Assurance and Quality Assurance, New York, McGraw Hill, 1991.
2. Grant, Eu-gene L and Leavenworth, Richards. Statistical Quality Control, McGraw Hill, New York, 1991.
3. Ireson, W. G. and Coombas, C.P. Handbook of Reliability Engineering and Management, New York, McGraw Hill, 1988.