## Course Name : Total Quality Management

**Course Code : HRM 643**

Credit Hours : 03

Total Weeks : 16

Total Hours : 48

Week 1 The Concept of TQM, Nature and Scope of TQM, Functions of TQM, Quality and Business Performance;

Week 2 Service Quality Vs Product Quality, Attitude and Involvement of Top, Management, Communication;

Week 3 Culture, Cultural Dynamics, Cultural Impacts, Management System;

Week 4 Organization and TQM, Organizational Implication, Strategic Information System;

Week 5 Organizational Linkages, Important Linkages, Information and the Customer; TQM Relation with Customer Orientation;

Week 6 Systems Design, Strategy and the Strategic Planning Process, Strategic Quality Management;

Week 7 Services implications in TQM, Service Quality, Training and Development;

Week 8 Selection, Selection process and TQM, Total Quality Oriented Human Resource Management;

Week 9 A Brief History of Quality Control, TQM at a Glance, Organizing for TQM;

Week 10 Organizing for Quality Implementation, Result Oriented Quality Implementation; Management Systems Vs Technology;

Week 11 Productivity and TQM, Impacts of TQM on Overall Productivity, Measuring Productivity;

Week 12 Improving Productivity (Quality), The Cost of Quality, The View of Quality Costs;

Week 13 Relationship between Quality, Cost and TQM, Measuring Quality Cost, The use of Quality Cost Information;

Week 14 I.S.O around the World, Benefits of ISO Certification, The Cost of Certification

Week 15 Statistical Process Control; A Total Quality Change Approach, A TQM Model, Survey Feed Back, Team Building;

Week 16 Third Party Peacemaking, Grid Training, Cultural Reshaping, Structural Reshaping

**Recommended Texts:**

Rose, J. E. (2004). *Total Quality management: Text, Cases and Readings.* Pearson Inc.

Joel, E. R.(2008)*. Total Quality Management, Text, Cases and Readings*, (2nd Edition). Pearson Inc.

Omachonu, V., & Ross, (2007). *Principles of Total Quality*. [CRC Press](https://books.google.com.pk/url?id=Qie6Cc_IUpsC&pg=PP1&q=http://www.crcpress.com&linkid=1&usg=AFQjCNG9sb7YhmU3fNfZ2en-vuWw5jeLKQ&source=gbs_pub_info_r).

Brocka, B., & Suanne, M. (1992). *Essentials of Quality Management: Implementing the best ideas of the masters*. Business One Irwin, Inc.

[David, L. G.,](https://www.google.com.pk/search?tbo=p&tbm=bks&q=inauthor:%22David+L.+Goetsch%22) & [Stanley, D](https://www.google.com.pk/search?tbo=p&tbm=bks&q=inauthor:%22Stanley+Davis%22). (2006). *Quality Management: Introduction to Total Quality Management for Production, Processing, and Services*. Pearson/Prentice- Hall.

Robbins, D. (1998). *Human Resource Management,* (5th Edition). Pearson Inc.

James, P. (1996). *Total Quality Management.* Hertford Shire. Prentice-Hall