

MGT-401 Total Quality Management

Credit Hours: 3-0

Pre-requisites: None

Course Objectives

- To provide in-depth knowledge of the subject.
- This subject will provide students with an introduction to the major theories and model in quality management.
- Through discussion and case studies, tutorials will examine how these theories can be applied in organizational settings.

Course Contents

- Total quality management and revival of quality
- Management systems, information and analysis
- Organizational implications, shortcomings of the accounting system
- Organizational linkages, information systems, quality planning, service quality
- Human resource development and quality management, training and development, management of process quality, statistical quality control

Course Outcome

On successful completion of this subject,

- Explain the derivation of the quality management philosophy from a historical perspective.
- Explain models of quality management and analyze the relationship between total quality management (TQM) and ISO 9001-2000 quality systems certification.
- Apply empirical evidence and evaluate quality management concepts, principle, tools and techniques.
- Critically evaluate major theories and models of organizational problems, as presents in case studies.
- Analyze the impact of quality management practices on organizational performance.

Suggested Books

- Vincent K. Omachonu and Joel E. Ross, *Principles of Total Quality, 3rd Edition, 2004, CRC Press.*

- David L. Goetsch and Stanley B. Davis, *Quality Management: Introduction to Total Quality Management for Production, Processing, and Services 4th Edition* Prentice Hall.