

PG DIPLOMA IN QUALITY MANAGEMENT
LIST OF BOOKS

Paper I: INTRODUCTION TO QUALITY MANAGEMENT

Total Quality Management & Business Process Transformation (ISO-9000, QS-9000, ISO-14000, OSHA-18001).

Jain, K.C. Fifth ed. Delhi: Khanna Publishers, 2009. ISBN: 978-81-7409-239-7

(OR)

Quality Assurance and Total Quality Management: ISO-9000, QS-9000, ISO-14000.

Jain, K.C. and A.K. Chitale. Fourth ed. Delhi: Khanna Publishers, 2005. ISBN: 71-7409-174-2

Paper II: REQUISITES FOR QUALITY MANAGEMENT

Total Quality: Management, Organization and Strategy.

Evans, James R. Fourth ed. (India Edition). India: Thomson Learning Inc, 2005. ISBN: 81-315-0189-2

Total Quality Management.

Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre. Third ed. Delhi: Pearson Education, Inc, 2003.

ISBN: 81-7758-412-X or 81-297-0260-6 or 978-81-7758-412-7.

Paper III: QUALITY MANAGEMENT IN MANUFACTURING

Total Quality Management.

Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre. Third ed. Delhi: Pearson Education, Inc, 2003. ISBN: 81-7758-412-X or 81-297-0260-6.

Paper IV: QUALITY MANAGEMENT IN SERVICES

TQM in the Service Sector.

Mohanty, R.P. and R.R. Lakhe. Mumbai: Jaico Publishing House. ISBN: 81-7224-953-5.

PG DIPLOMA IN QUALITY MANAGEMENT
CURRICULUM

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| <p><u>Paper I</u> <u>Introduction to Quality Management</u></p> <ul style="list-style-type: none"> • Quality, Quality Control, and Quality Assurance • Quality Management: Approaches and Philosophies • Quality Management Systems • Quality System Documentation • Quality Audit • Total Quality Management (TQM) • Just-in-Time (JIT) • Quality Circles • Management Commitment and Quality Management | <p><u>Paper II</u> <u>Requisites for Quality Management</u></p> <ul style="list-style-type: none"> • Organization Design for Quality Management • Organizational Change for Quality Management • Teamwork for Quality • Employee Empowerment and Involvement • Continuous Process Improvement • Customer-Supplier Relationships and Partnership • Information Technology for Quality • Role of Leadership in Quality Management • Quality and Strategy |
| <p><u>Paper III</u> <u>Quality Management in Manufacturing</u></p> <ul style="list-style-type: none"> • Quality in Manufacturing – An Introduction • Quality and Environment Management Systems • Performance Measures • Benchmarking • Quality Function Deployment • Quality by Design • Product Quality and Reliability • Taguchi's Quality Engineering • Product Quality and Liability • Total Productive Maintenance • Tools for Quality Management | <p><u>Paper IV</u> <u>Quality Management in Services</u></p> <ul style="list-style-type: none"> • Fundamentals of Service Quality • Customer Satisfaction and Quality • Managing Service Quality • TQM Implementation in a Service System • Service Quality Management Systems • Service Quality in Specific Industries • Service Quality: A Competitive Advantage |

PG DIPLOMA IN QUALITY MANAGEMENT
STUDY PLAN

PAPER I: INTRODUCTION TO QUALITY MANAGEMENT

Quality, Quality Control, and Quality Assurance

- Read Chapter 1 “QUALITY CONCEPT AND ITS EVOLUTION” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 1 “QUALITY CONCEPT AND ITS EVOLUTION” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

Quality Management: Approaches and Philosophies

- Read Chapter 2 “QUALITY ‘GURUS’” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 2 “QUALITY ‘GURUS’” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

Quality Management Systems

- Read Chapter 3 “ISO-9000 SERIES OF STANDARDS” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.
- Read Chapter 4 “Q.S. 9000 QUALITY MANAGEMENT SYSTEM” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.
- Read Chapter 5 “ISO-14001: ENVIRONMENTAL MANAGEMENT SYSTEMS” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 3 “HISTORY AND EVALUATION STANDARDS (ISO-9001, QS-9000, ISO-14000)” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

Quality System Documentation

- Read Chapter 7 “QUALITY SYSTEM DOCUMENTATION” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 4 “QUALITY SYSTEM DOCUMENTATION AND ASSURANCE” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

Quality Audit

- Read Chapter 8 “QUALITY AUDIT” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 5 “QUALITY AUDIT” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

Total Quality Management (TQM)

- Read Chapter 9 “TQM IMPLEMENTATION METHODOLOGY” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 6 “TOTAL QUALITY MANAGEMENT: METHODOLOGY AND IMPLEMENTATION” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

Just-in-Time (JIT)

- Read Chapter 14 “JUST-IN-TIME” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 11 “JUST-IN-TIME AND TOTAL QUALITY MANAGEMENT” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

Quality Circles

- Read Chapter 10 “QUALITY CIRCLES” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 7 “QUALITY CIRCLES” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

Management Commitment and Quality Management

- Read Chapter 19 “HUMAN BEHAVIOR AND THEORY X, Y, Z” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.
- Read Chapter 24 “NATIONAL AND INTERNATIONAL QUALITY AWARDS” from “TOTAL QUALITY MANAGEMENT & BUSINESS PROCESS TRANSFORMATION (ISO-9000, QS-9000, ISO-14000, OSHA-18001)” by Jain, K.C.

(OR)

- Read Chapter 13 “LEADERSHIP AND ORGANISATIONAL MANAGEMENT FOR TOTAL QUALITY CONTROL” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.
- Read Chapter 15 “NATIONAL AND INTERNATIONAL QUALITY AWARDS” from “QUALITY ASSURANCE AND TOTAL QUALITY MANAGEMENT: ISO-9000, QS-9000, ISO-14000” by Jain, K.C. and A.K. Chitale.

PAPER II: REQUISITES FOR QUALITY MANAGEMENT**Organization Design for Quality Management**

- Read Chapter 5 “DESIGNING ORGANIZATIONS FOR QUALITY” from “TOTAL QUALITY: MANAGEMENT, ORGANIZATION AND STRATEGY” by Evans, James R.

Organizational Change for Quality Management

- Read Chapter 11 “TQ AND ORGANIZATIONAL CHANGE” from “TOTAL QUALITY: MANAGEMENT, ORGANIZATION AND STRATEGY” by Evans, James R.

Teamwork for Quality

- Read Chapter 8 “QUALITY TEAMWORK” from “TOTAL QUALITY: MANAGEMENT, ORGANIZATION AND STRATEGY” by Evans, James R.

Employee Empowerment and Involvement

- Read Chapter 9 “EMPOWERMENT AND MOTIVATION” from “TOTAL QUALITY: MANAGEMENT, ORGANIZATION AND STRATEGY” by Evans, James R.
- Read Chapter 4 “EMPLOYEE INVOLVEMENT” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Continuous Process Improvement

- Read Chapter 5 “CONTINUOUS PROCESS IMPROVEMENT” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Customer-Supplier Relationships and Partnership

- Read Chapter 4 “QUALITY IN CUSTOMER-SUPPLIER RELATIONSHIPS” from “TOTAL QUALITY: MANAGEMENT, ORGANIZATION AND STRATEGY” by Evans, James R.
- Read Chapter 6 “SUPPLIER PARTNERSHIP” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Information Technology for Quality

- Read Chapter 9 “INFORMATION TECHNOLOGY” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Role of Leadership in Quality Management

- Read Chapter 10 “QUALITY LEADERSHIP” from “TOTAL QUALITY: MANAGEMENT, ORGANIZATION AND STRATEGY” by Evans, James R.

Quality and Strategy

- Read Chapter 3 “TOTAL QUALITY, COMPETITIVE ADVANTAGE AND STRATEGIC MANAGEMENT” from “TOTAL QUALITY: MANAGEMENT, ORGANIZATION AND STRATEGY” by Evans, James R.

PAPER III: QUALITY MANAGEMENT IN MANUFACTURING**Quality in Manufacturing – An Introduction**

- Read Chapter 1 “INTRODUCTION” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.
- Read Chapter 2 “LEADERSHIP” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.
- Read Chapter 3 “CUSTOMER SATISFACTION” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Quality and Environment Management Systems

- Read Chapter 10 “QUALITY MANAGEMENT SYSTEMS” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.
- Read Chapter 11 “ENVIRONMENTAL MANAGEMENT SYSTEMS” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Performance Measures

- Read Chapter 7 “PERFORMANCE MEASURES” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Benchmarking

- Read Chapter 8 “BENCHMARKING” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Quality Function Deployment

- Read Chapter 12 “QUALITY FUNCTION DEPLOYMENT” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Quality by Design

- Read Chapter 13 “QUALITY BY DESIGN” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Product Quality and Reliability

- Read Chapter 14 “FAILURE MODE AND EFFECT ANALYSIS” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Taguchi’s Quality Engineering

- Read Chapter 20 “TAGUCHI’S QUALITY ENGINEERING” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Product Quality and Liability

- Read Chapter 15 “PRODUCTS LIABILITY” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

Total Productive Maintenance

- Read Chapter 16 “TOTAL PRODUCTIVE MAINTENANCE” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen, H. Besterfield, and Mary Besterfield-Sacre.

Tools for Quality Management

- Read Chapter 17 “MANAGEMENT TOOLS” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.
- Read Chapter 18 “STATISTICAL PROCESS CONTROL” from “TOTAL QUALITY MANAGEMENT” by Besterfield, Dale H., Carol Besterfield-Michna, Glen H. Besterfield, and Mary Besterfield-Sacre.

PAPER IV: QUALITY MANAGEMENT IN SERVICES**Fundamentals of Service Quality**

- Read Chapter I “UNDERSTANDING TQM” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.
- Read Chapter II “UNDERSTANDING THE SERVICE SYSTEM” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.
- Read Chapter III “SERVICE QUALITY MODELS” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.

Customer Satisfaction and Quality

- Read Chapter IV “CUSTOMER SATISFACTION THROUGH TQM” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.

Managing Service Quality

- Read Chapter V “ANALYTICAL TOOLS FOR QUALITY IMPROVEMENT” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.
- Read Chapter VI “QUALITY MEASUREMENT” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.

TQM Implementation in a Service System

- Read Chapter VII “IMPLEMENTATION OF TQM” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.

Service Quality Management Systems

- Read Chapter VIII “ISO 9000 APPLICATION” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.

Service Quality in Specific Industries

- Read Chapter IX “TQM IN THE HEALTHCARE SYSTEM” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.
- Read Chapter X “TQM IN FINANCIAL SERVICES” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.
- Read Chapter XI “TQM IN EDUCATION” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.
- Read Chapter XII “TQM IN THE PUBLIC SECTOR” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.
- Read Chapter XIII “TQM IN OTHER SERVICE SYSTEMS” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.

Service Quality: A Competitive Advantage

- Read Chapter XIV “TOWARDS A WORLD CLASS SERVICE SYSTEM” from “TQM IN THE SERVICE SECTOR” by R.P. Mohanty and R.R. Lakhe.