



Supply Chain Quality Management

SM-481

Program	BBA (H)
Credit Hours	3
Prerequisites	Operations Management OR Equivalent

LEARNING OBJECTIVES

This program is designed:

1. To understand principles of Total Quality Management.
2. To identify quality techniques for supplier quality assurance & improvement.
3. To understand the overall objectives of Quality Management for production, processing and services..
4. To trace out the customer satisfaction, employee empowerment, Bench marking , Quality Function Deployment.
5. To impart comprehensive information about Team Building, Statistical Tools, and Management Tools.

REQUIRED BOOK

1. Total Quality Management By Dale. H Besterfield
2. Quality Management A customer Driven Approach by Prof. Dr. Abdul Raouf and Ijaz Yusuf published by UMT Press 2013
3. Cases in Total Quality Management By John S. Oakland & Leslie J. Porter
3. Lecture notes

REFERENCE BOOKS

1. Introduction to Total Quality By David L. Goetsch & Stanley B. Davis

2. Quality Control By Kamran Moosa
3. Quality Planning and Analysis By Juran / Gryne
4. Practical Guide to ISO 9000 By Kamran Moosa

ASSESSMENT CRITERIA

Case Discussion	10 %
Quizzes	15%
Assignments	10 %
Term Project	15 %
Mid Term Exam	20 %
Exam	30 %

LEARNING METHODOLOGY

Using a mix of case studies, class discussions and practical examples of world famous companies, the course will emphasize the concepts underlying Total Quality Management, providing a flavor for the challenges facing Business managers. Within this hierarchical decision framework, we will address the important levers for managing companies—inventories, facilities, planning, and processes etc.

CLASS POLICY

Participation:

1. Students are expected to come prepared by going through the last sessions held and participate fully in the class.
2. The participation may be voluntary, or a student may be called upon to respond to a particular question.
3. Any student not actively participating could seriously damage his/her sessional marks.

Attendance:

1. Students are expected to attend the classes regularly.
2. Any student who fails to attend a session will be marked ABSENT.
3. In case of high no. of absences i.e. 2 or 3 the student's class participation would be affected.
4. In case of **more than 3** ABSENTS, student would be dropped from the course.

Case studies:

1. No. of case analysis sessions would be conducted in the class.
2. The format would be a formal power point presentation by every member of the group.

3. Students will not only analyze the case and the situation but also at the end would give their own suggestions.
4. Students would be graded on their individual performances as well as their group performances
5. A written report of the case analysis would also be submitted by the students.
6. No make-up cases will be given

Session	Topics
1	Introduction of Quality Concepts and Deming Philosophy
2	Deming 14 Points and Implementation Obstacles.
3	Leadership Concepts, Core Values of Concepts.
4	Phases of Quality
5	Who is customer, Types of Customer, Customer Perception About Quality, Customer satisfaction
6	Customer Feedback, Customer Complaints, Customer Satisfaction
7	Employee Involvement, Motivation, Empowerment, Teams
8	Suggestion System, Recognition and Rewards
9	Continuous Process Improvement, Process, Organizing for Quality ,
10	CPI-Types of Problems, PDCA Cycle, Problem Solving Method, Kaizen
11	Supplier Partnership, Sourcing, Supplier Selection, Principles of Customer / Supplier Relations
12	Supplier Certification, Supplier Rating, Relationship Development
13	Performance Measures- Introduction, Basic Concepts
14	Performance Measures Cost of Quality
15	MBNQA, Deming Award
16	Mid Term
17	Introduction to ISO 9001:2008, Basic Concepts and Clause wise Explanation
18	Introduction to ISO 9001:2008, Basic Concepts and Clause wise Explanation
19	Introduction to Benchmarking, Definitions, Reason to Benchmark
20	Benchmarking Process, What to Benchmark, Understanding Current Performance

Session	Topics
21	SPCT- Checks sheets, Graphs, Parto Chart, Scatter Diagram
22	SPCT- Fish Bone Diagram
23	SPCT- Scatter Diagram
24	<i>SPCT-Histogram</i>
25	Supplier Quality Assurance- Zero Defect Supplies
26	Supplier Quality Assurance- Zero Defect Supplies
27	Supplier Quality Assurance- Kindle II
28	Supplier Quality Assurance- Kindle II B.E.S.T
29	Supplier Quality Assurance- B.E.S.T, Globe
30	Project Presentation