

Topics Included in TQM Syllabus

1. Evolution of Quality
2. Quality Characteristics & definition
3. Variables & Attributes
4. Non conformity non conformity Units
5. Defects
6. Quality of design, quality of conformance, & quality of performance

Quality Control

1. Statistical Process Control
2. Quality Assurance
3. Quality circle 7 Quality Improvements team
Quality Management Practice tools & standards
 1. Bench Marking
 2. Check Sheets
 3. Pareto Diagram
 4. Flow Charts
 5. Cause & Effect Diagram
 6. Histogram
 7. Control Charts

8. International Standards
9. Six Sigma Methodology
10. 5S Logic

Concepts In Sampling

1. Random Sample
2. Stratified Sample
3. Cluster Sample

Graphical Methods

1. Run Charts (Kaizan, Kanban , error proofing techniques)

Key Topics (Basic Articles)

1. TQM Definition & characteristics.
2. i. Kanban ii. Six Sigma iii. 5S
3. Quality of Conformance, Quality of Design & Quality Performance
4. Statistical Process Control with figure , Quality Circles
5. Quality control vs quality Assurance
6. Bench Marking & 7 Quality Tools
7. Quality Circles
8. Problem 1
9. Problem 2