

COURSE CODE: COBQUAL

COURSE TITLE: Total Quality Management

COURSE DESCRIPTION:

This course introduces the students to the concept of Total Quality Management, an approach to long-term success that can be achieved through customer satisfaction. In a TQM system, everyone in the organization participates and quality is integrated into all activities and functions aimed at improving processes, products, services, and the culture of the organization. The course trains the students on philosophies, frameworks, methodologies, tools, and techniques commonly used in a system of continuous improvement. The course aims to develop an understanding of TQM principles for effective real-life applications in both manufacturing and service sectors.

DEPARTMENT: Decision Sciences and Innovation Department

TEXTBOOK:

- McGraw Hill Conect eBook Subscription:

Managing for Quality and Performance Excellence by James R. Evans and William M. Lindsay, 10th Edition, Copyright 2017, ISBN 9789814930505 (subscription/ebook).

READING LIST:

- Operations Management: Sustainability and Supply Chain Management by Jay Heizer, Barry Render, and Chuck Munson 13th Edition, 2020 (Chapters 5, 6, 6S)
- Operations Management by William Stevenson 13th Edition -2018 (Chapters 4, 9, 10)

REQUISITE EQUIPMENT/MATERIALS FOR THE COURSE:

- <http://bit.ly/DLSU-TQM-Students> (Google Drive - contains collection of various tool templates)
- <https://asq.org/quality-resources/learn-about-quality> (Free Resource for Tool Templates and Tutorials).
- Other materials and videos, provided in the Syllabus and Canvas.
- American Society for Quality website (concepts, tools, applications, and technical terms):  
<https://asq.org>
- Website of Union of Japanese Scientists and Engineers (training materials):  
<http://www.juse.or.jp/english/>