COURSE CODE: TOTALQM

COURSE TITLE: Total Quality Management

COURSE DESCRIPTION:

Total Quality Management (TQM), can be expressed as the total system design of structure, procedures, processes and resources needed to implement quality management. This course aims to provide an overall understanding of the principles of quality and process management, its benefits, and the necessary requirements needed to gain accreditation from quality certifying bodies. The course will also provide students with technical and qualitative tools for measuring and auditing quality as well as techniques employed by corporate and business managers in ensuring quality. Ethical and social implications of TQM decisions will also be tackled.

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 Stevenson13th Edition -2018 (Chapters 4, 9, 10)

REQUISITE EQUIPMENT/MATERIALS FOR THE COURSE:

Materials:

• 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/