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Department of Industrial Engineering	
Total Quality Management (65531)	
Total Credits	**3**
major compulsory	
Prerequisites	P1 : Statistical Quality Control I (65372) OR Statistical Quality Control I (65412)

Course Contents

Introduction to Quality Total Quality in Organizations Philosophies and Framework. Focusing on Customers Process Management (Quality Function Deployment &House of quality) Cost of Quality Quality improvement. Quality Control Benchmarking Lean Manufacturing (if time permits).

	Intended Learning Outcomes (ILO's)	Student Outcomes (SO's)	Contribution
1	Be able to demonstrate an understanding and knowledge of the underlying theories, vocabulary and major trends in TQM.	J	80 %
2	Be able to use the improvement techniques to overcome quality problems in real manufacturing and service systems.	K	10 %
3	Be able to perform as a good communicator whose able to justify using various quality improvement tools	G	10 %

Textbook and/ or Refrences

:Textbook Sower, V.E., Essentials of Quality: with cases and experiential exercises, John Wiley and Sons, 2011. References: Evan, J. R., and W. M. Lindsay, The Management and Control of Quality , 7th edition, South-Western Publishing, 2008. Summers, D. C. S., Quality , 4th edition, Prentice-Hall, 2006. Geotsch, D. L., and D. Stanley, Quality Management: Introduction to Total Quality Management for Production, Processing, and Services , 5th edition, Pearson Prentice-Hall, 2006.

Assessment Criteria	Percent (%)
First Exam	20 %
Second Exam	20 %
Projects	20 %
Final Exam	40 %

Course Plan

Week	Topic
1	Introduction to Quality
2	Total Quality in Organizations.
3-7	Philosophies and framework.
.	Focusing on customers and Process Management.
8-10	Cost of Quality
10	Midterm Exam
11-13	Quality improvement
.	Quality Control
14	Benchmarking
15	Lean Manufacturing (if time permits).
16	Final Exam