

Total Quality Management Course Outcomes

CO1

Given a product or a service type, the student manager will be able to enumerate and justify the dimensions of product quality or service quality for the same.

CO2

Given the quality gurus (Deming/ Juran/ Taguchi/ Crosby), the student manager will be able to justify their philosophies/ contributions in Quality Management.

CO3

Given a quality problem/ failure mode, the student manager will be able to identify causes and sub causes of the effect/ problem draw and justify Ishikawa Diagram.

CO4

Given the defective item analysis (type of defect, frequency, number of defects), the student manager will be able to draw and justify the Pareto chart to prioritize the defects.

CO5

For a given type of organization, the student manager will be able to enlist and justify the four levels of benchmarking and/ or enlist and brief seven step benchmarking model

CO6

Given a product/ service (at the design stage), the student manager will be able to enlist the customer requirements and technical/ design requirements and draw and justify the house of quality and quality function deployment for the same.

CO7

The student manager will be able to differentiate between common and special cause of variation and/ or differentiate between attributes and variables and/ or construct and write formulae for control charts for variables and attributes.

CO8

Given the phase of manufacturing (design/ manufacturing/ assembly/ finished product/ service), the student manager will be able to identify potential failure modes and justify the calculation of RPN through 15 steps of FMEA procedure.

CO9

The student manager will be able to explain the concept of Six Sigma its DMAIC process.