

AC – 27-11-2024

Item No. – 03

**Approved by the BOS in Bachelor of Commerce (Management Studies) on 16-11-2024 Item no. 04.**

**As Per NEP 2020**

**Tolani College of  
Commerce  
(Autonomous)**



**Title of the Course: Production and Total Quality Management  
Programme: Bachelor of Management Studies Semester -V**

**Syllabus for 4 Credits  
Course from the Academic Year – 2025-2026**

## Name of the Course: Production and Total Quality Management

Sr. No.	Heading	Particulars
1	<b>Description the course:</b>	Production and Total Quality Management is a subject that covers the concepts of production management, quality improvement strategies, and how to improve business processes
2	<b>Vertical:</b>	Major
3	<b>Type:</b>	Theory
4	<b>Credit:</b>	4 credits
5	<b>Hours Allotted:</b>	60 Hours
6	<b>Marks Allotted:</b>	100 Marks Continuous Evaluation 40 marks and Semester End Examination 60 marks
7	<b>Course Objectives:</b> 1. To orient and sensitize with the practice of Production and Total Quality Management 2. To understand the key issues involved in the production process in the workplace. 3. To make the learners aware about the quality improvement strategies. 4. To help learners to understand the quality management systems.	
8	<b>Course Outcomes:</b> 1. Learners will be able to interpret the functions of production management. 2. Learners will be able to production process in the workplace. 3. Learners will be able to understand the quality improvement strategies. 4. Learners will be able to understand the quality management systems.	

9	<table border="1"> <thead> <tr> <th colspan="2" data-bbox="212 16 1372 65">Modules</th></tr> </thead> <tbody> <tr> <td colspan="2" data-bbox="212 65 1372 113"><b>Module 1: Production Management (15 Hours)</b></td></tr> <tr> <td colspan="2" data-bbox="212 113 1372 342"> <ul style="list-style-type: none"> <li>• Production Management Objectives, Components–Manufacturing systems: Intermittent and Continuous Production Systems.</li> <li>• Product Development, Classification and Product Design.</li> <li>• Plant location &amp; Plant layout– Objectives, Principles of good product layout, and types of layout.</li> <li>• Importance of purchase management.</li> </ul> </td></tr> <tr> <td colspan="2" data-bbox="212 342 1372 390"><b>Module 2: Materials Management (15 Hours)</b></td></tr> <tr> <td colspan="2" data-bbox="212 390 1372 653"> <ul style="list-style-type: none"> <li>• Materials Management: Concept, Objectives and importance of materials management various types of Material Handling Systems.</li> <li>• Inventory Management: Importance–Inventory Control Techniques ABC, VED, FSN, GOLF, XYZ, SOS, HML.</li> <li>• EOQ: Assumptions limitations &amp; advantages of Economic Order Quantity, Simple numerical on EOQ</li> <li>• Lead Time, Reorder Level, and Safety Stock.</li> </ul> </td></tr> <tr> <td colspan="2" data-bbox="212 653 1372 701"><b>Module 3: Basics Of Productivity &amp; TQM (15 Hours)</b></td></tr> <tr> <td colspan="2" data-bbox="212 701 1372 1016"> <ul style="list-style-type: none"> <li>• Concepts of Productivity, modes of calculating productivity. Importance Of Quality Management, factors affecting quality</li> <li>• TQM– concept and importance, Cost of Quality, Philosophies and Approaches To Quality: Edward Deming, J. Juran, Kaizen, P. Crosby’s philosophy.</li> <li>• Characteristics of Quality, Quality Assurance</li> <li>• Quality Circle: Objectives of Quality Circles, Ishikawa Fish Bone, Applications in Organizations. Simple numerical on productivity</li> </ul> </td></tr> <tr> <td colspan="2" data-bbox="212 1016 1372 1064"><b>Module 4: Quality Improvement Strategies &amp; Certifications (15 Hours)</b></td></tr> <tr> <td colspan="2" data-bbox="212 1064 1372 1224"> <ul style="list-style-type: none"> <li>• Lean Thinking, Kepner Tregor Methodology of problem solving</li> <li>• Sigma features, Enablers, Goals, DMAIC/DMADV</li> <li>• TAGUCHI’S QUALITY ENGINEERING, ISO 9000, ISO 1400, QS9000</li> <li>• Malcolm Baldrige National Quality Award (MBNQA), Deming’s Application Prize.</li> </ul> </td></tr> </tbody> </table>	Modules		<b>Module 1: Production Management (15 Hours)</b>		<ul style="list-style-type: none"> <li>• Production Management Objectives, Components–Manufacturing systems: Intermittent and Continuous Production Systems.</li> <li>• Product Development, Classification and Product Design.</li> <li>• Plant location &amp; Plant layout– Objectives, Principles of good product layout, and types of layout.</li> <li>• Importance of purchase management.</li> </ul>		<b>Module 2: Materials Management (15 Hours)</b>		<ul style="list-style-type: none"> <li>• Materials Management: Concept, Objectives and importance of materials management various types of Material Handling Systems.</li> <li>• Inventory Management: Importance–Inventory Control Techniques ABC, VED, FSN, GOLF, XYZ, SOS, HML.</li> <li>• EOQ: Assumptions limitations &amp; advantages of Economic Order Quantity, Simple numerical on EOQ</li> <li>• Lead Time, Reorder Level, and Safety Stock.</li> </ul>		<b>Module 3: Basics Of Productivity &amp; TQM (15 Hours)</b>		<ul style="list-style-type: none"> <li>• Concepts of Productivity, modes of calculating productivity. Importance Of Quality Management, factors affecting quality</li> <li>• TQM– concept and importance, Cost of Quality, Philosophies and Approaches To Quality: Edward Deming, J. Juran, Kaizen, P. Crosby’s philosophy.</li> <li>• Characteristics of Quality, Quality Assurance</li> <li>• Quality Circle: Objectives of Quality Circles, Ishikawa Fish Bone, Applications in Organizations. Simple numerical on productivity</li> </ul>		<b>Module 4: Quality Improvement Strategies &amp; Certifications (15 Hours)</b>		<ul style="list-style-type: none"> <li>• Lean Thinking, Kepner Tregor Methodology of problem solving</li> <li>• Sigma features, Enablers, Goals, DMAIC/DMADV</li> <li>• TAGUCHI’S QUALITY ENGINEERING, ISO 9000, ISO 1400, QS9000</li> <li>• Malcolm Baldrige National Quality Award (MBNQA), Deming’s Application Prize.</li> </ul>	
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10	<p><b>Reference Books:</b></p> <ul style="list-style-type: none"> <li>• Besterfield, Dale H., et al. Total Quality Management. Pearson, 2019.</li> <li>• Deming, W. Edwards. Out of the Crisis. MIT Press, 2000.</li> <li>• Tague, Nancy R. The Quality Toolbox. 2nd ed., ASQ Quality Press, 2005.</li> <li>• Goetsch, David L., and Stanley B. Davis. Quality Management for Organizational Excellence: Introduction to Total Quality. 8th ed., Pearson, 2020.</li> <li>• George, Michael L., et al. The Lean Six Sigma Pocket Toolbook: A Quick Reference Guide to 100 Tools for Improving Quality and Speed. McGraw-Hill Education, 2004.</li> <li>• National Health Service (NHS). A Guide to Quality Improvement Methods. NHS Institute for Innovation and Improvement, 2008.</li> <li>• Deming, W. Edwards. The New Economics for Industry, Government, Education. 2nd ed., MIT Press, 2000.</li> <li>• Sullivan, Mark J. What Is Lean Six Sigma? McGraw-Hill Education, 2003.</li> <li>• Koenigsaecker, George. Leading the Lean Enterprise Transformation. 2nd ed., CRC Press, 2013.</li> </ul>																		

**Evaluation Pattern**

Continuous Evaluation: 40%

Semester End Examination: 60%

The Continuous evaluation will consist of

	<b>Total Marks</b>
Assignment/Project Work/Presentation/Case Study	30
Online MCQ Objective Test	10
<b>Total</b>	<b>40</b>

A learner must be present for each of the sub-components.

**Semester End Examination Question Paper Pattern**

Maximum Marks: 60

Duration: 2 Hours

All Questions are Compulsory Carrying 15 Marks each.

<b>Q. No.</b>	<b>Particular</b>	<b>Marks</b>
Q-1	<b>Attempt any Two of the following: (Module – 1)</b> A. Full Length Question B. Full Length Question C. Full Length Question	<b>15 Marks</b>
Q-2	<b>Attempt any Two of the following: (Module – 2)</b> A. Full Length Question B. Full Length Question C. Full Length Question	<b>15 Marks</b>
Q-3	<b>Attempt any Two of the following: (Module – 3)</b> A. Full Length Question B. Full Length Question C. Full Length Question	<b>15 Marks</b>
Q-4	<b>Attempt any Two of the following: (Module – 4)</b> A. Full Length Question B. Full Length Question C. Full Length Question	<b>15 Marks</b>

**Signature of Team Members**

<b>Sr. No.</b>	<b>Name</b>	<b>Signature</b>
1	Dr. Sadhana Venkatesh	
2	Ms. Shalini Clayton	
3	Ms. Ashiyana Shaikh	