



Greenwich University

COURSE OUTLINE

SPRING 2019 Term

- **Course** : **Total Quality Management**
- **Code** : **GMAG 598**

ADMINISTRATIVE INFORMATION

- **Instructor** : **Dr. Chris Bungshy**
- **Instructor's Email** : **drchris@greenwich.edu.pk**
(Assignments given should be sent to the instructor via email above for marking. After checking they will be returned before the next class.)
- **Class Session** : **March 25, 2019 – July 20, 2019**
- **Class Timings** : **Thursday, 04:30 Pm - 07:00 Pm**

A 10-minute break will be given. Any student coming late or returning late after the break will be considered absent for that day.

In case of cancellation / makeup of a class you will be notified through the website of Greenwich and / or through your Greenwich email account.

ATTENDANCE:

100% class attendance is mandatory for the students to enable them to appear in the final examination. However, in case of an emergency / serious illness the students will be eligible to (02) absences during the whole semester.

RULES AND REGULATIONS:

- All mobile phones must remain switched off or kept on silent / vibration mode) for the entire duration of a class. Any breach of this rule will lead to immediate confiscation of the phone, which will only be returned after the semester is over.
- Smoking is strictly prohibited on the entire campus, except the cafeteria.
- No food, drinks, gum or beetle-nut (chalia) are allowed inside the classroom.
- In order to maintain the sanctity and decorum on the University Campus, all male and female students are required to be dressed in a decent and appropriate manner. The University shall take a particularly stern view of any kind of immodest and revealing clothes.
- The Student ID Card must be displayed while attending class.
- Cheating, plagiarism, offensive language and disruptive behavior will be addressed according to policies for academic misconduct mentioned in the Students' Handbook.

COURSE OBJECTIVES:

The objective of the course is to teach the concept of Total Quality Management applied in different organizations, Quality and Quality Standards followed by such entities.

TEACHING METHODOLOGY:

The course will include a combination of interactive lectures and practical exercises including student presentations. Current issues relevant to course topics will be examined and writing assignments will be required.

* Guest Speaker Sessions

* Student Project Presentations

* Add-on topics beyond the course defined above

Course division is tentative. Some topics may require extra time beyond a single session. Guest speaker sessions and project presentations will be adjusted within the

PERFORMANCE REQUIREMENTS:

Complying with the course requirements with active class participation and timely submission of assignments.

MATERIAL / RESOURCES:**RECOMMENDED TEXTS:**

Course Literature

Besterfield, Dale H. et. al, Total Quality Management, 3rd edition.

Optional Literature

Moosa, Kamran, Quality Management Practices.

Pakistan Institute of Quality Control - Proceedings

Mitra, Fundamentals of Quality Control & Improvement, 2nd edition.

Berk, Joseph & Susan, Quality Management for the Technology Sector.

- Greenwich Research Development Center (GRDC) and computer laboratory will have all the necessary software (SPSS) and full access to the digital library and internet.

EVALUATION METHODS AND ASSIGNMENTS:

- Quizzes will be given in every class based upon the lesson taught in the previous session. The teacher will mark and return them to the students in the next class.
- Students who maintain 100% attendance in a minimum course load of five will be awarded a certificate and his/her name/picture will be placed on the notice board
- Students must submit their portfolio to their teacher before the last session (11th week). The portfolio submission will carry 02 marks.
- Class Assignments should be given regularly using Turnitin software you may contact Dr. Sultan Mughal for assistance in the use of Turnitin software Class
- Class participation
- Mid-Term and Final Examination
- Final exams will comprise questions based on the entire syllabus, including the teaching done before the Mid-Term Exam.

GRADING:

*	Quizzes.....	10%
*	Assignment.....	10%
*	Project (Report + Presentation)	30%
*	Mid term Examination	15%
*	Final Examination	25%
*	Class Participation	10%

10. COURSE CONTENT

WEEK I

- Intro to TQM

WEEK II

- Quality Leaders - TQM & Leadership, and Customer Satisfaction

WEEK III

- Importance of Employee Involvement in TQM

WEEK IV

- Continuous Process Improvement

WEEK V

- Juran's Triology

WEEK VI

- TQM in Supplier Partnership

WEEK VII

- Standard Operation Procedures (SOPs)

MID-TERM EXAMINATION

WEEK VIII

- SOPs – Development and Audits

WEEK IX

- Benchmarking in TQM

WEEK X

- Role of IT in TQM

WEEK XI

- Quality Management Systems

WEEK XII

- Quality Function Deployment

WEEK XIII

- Quality by Design

WEEK XIV

Product Liability

FINAL EXAMINATION

-----*For Office Use Only*-----

Dean: : _____ Date: ____ / ____ / 2019

Head of Department: : _____ Date: ____ / ____ / 2019

Faculty Member: : _____ Date: ____ / ____ / 2019

Uploaded on the website by: _____ Date: ____ / ____ / 2019