

Centre for Continuing Education (CCE), SVNIT, Surat
Value Added Certificate Course
Total Quality Management
Course Content

In the current year, we propose to support different batches of engineering students through learning of practice and theory on selected topics under the subject with syllabus of Quality Engineering & Management code: 217250 and Quality Engineering, code2181920. The topic may include;

- (1) Introduction: Quality Management, Definitions, Evolution of control, assurance, management, etc.
- (2) Quality Engineering and Management Tools, Techniques & Standards:
7 QC Tools- Basic & New, Techniques-5 'S', KAIZEN, Poka-Yoke, Quality Circle, Cost of Quality. Standards: ISO: 9000, ISO: 14000, QS: 9000 with their concept, scope, implementation and benefits. National and International Quality Awards.
- (3) Total Quality Management: Philosophy, Approach, Implementation requirements.
- (4) Design for Quality: Concurrent Engineering, Q.F.D, F.M.E.A, with case studies.
- (5) Design of Experiments: Methods- Taguchi approach, Evolutionary Operations, Robust Design.
- (6) Contemporary Trends in Quality Engineering & Management:
J.I.T, LEAN, AGILE, TPM, BPR, Bench Marking, Statistical Quality Control, Six Sigma.
- (7) Quality in Service Sectors: Characteristics, Dimensions, and Measurement of Quality.
- (8) Intellectual Properties System: Patent, Copyright, Industrial Design and Trade Mark.
- (9) Any other Quality Concept added or selected by the SVNIT.