

AMTE-24 TOTAL QUALITY MANAGEMENT FOR TEXTILE INDUSTRY

UNIT-1 INTRODUCTION

- 1.1 Introduction
- 1.2 Need for quality - Evolution of quality
- 1.3 Definition of quality - Dimensions of product and service quality
- 1.4 Basic concepts of TQM- TQM Framework
- 1.5 Contributions of Quality Gurus- Barriers to TQM- Cost of Quality.

UNIT-2 TQM PRINCIPLES

- 2.1 Quality statements- Customer focus
- 2.2 Customer orientation, Customer satisfaction,
- 2.3 Customer complaints, Customer retention
- 2.4 Continuous process improvement- PDCA cycle, 5S, Kaizen
- 2.5 Supplier partnership- Partnering, Supplier selection, Supplier Rating.

UNIT-3 TQM TOOLS & TECHNIQUES I

- 3.1 The seven traditional tools of quality
- 3.2 New management tools- Six-sigma:
- 3.3 Concepts, methodology, applications to spinning, weaving,
- 3.4 Chemical processing and garment industries
- 3.5 Bench marking- Reason to bench mark, Bench marking process
- 3.6 FMEA – Stages, Types

UNIT-4 TQM TOOLS & TECHNIQUES II

- 4.1 Quality circles- Quality Function Deployment (QFD)
- 4.2 Taguchi quality loss function- PM- Concepts, improvement needs
- 4.3 Performance measures- BPR; application of TQM tools in textile industry.

UNIT-5 QUALITY SYSTEMS

- 5.1 Need for ISO 9000- ISO 9000-2000 Quality System
- 5.2 Elements, Documentation, Quality auditing- QS 9000 – ISO 14000
- 5.3 Concepts, Requirements and Benefits - Quality Council
- 5.4 Leadership, Employee involvement
- 5.5 Motivation, Empowerment, Team and Teamwork, Recognition and Reward.

References Books:

1. James R. Evans and William M. Lindsay, “The Management and Control of Quality”, (6th Edition), SouthWestern (Thomson Learning), 2005.
2. Oakland, J.S. “TQM – Text with Cases”, Butterworth – Heinemann Ltd., Oxford, Third Edition 2003.