



Introduction to Management System

Quality defined, The TQMEX Model, Japanese 5 S-Practice, Business process Reengineering, Quality Control Circle, Quality management system, TQM, Economic model for quality cost, Strategic Quality Management.

Kaizen

Concept of Kaizen, The Kaizen umbrella, Kaizen Management, Company wide quality control, Kaizen strategy, Kaizen the Practice, Management oriented Kaizen, Deming Cycle PDCA cycle SDCS cycle, Quality function development, Quality control circle, QCC operation cycle.



Quality Improvement Tool



Seven statistical tool, Quality improvement tool, Check sheet, Histogram, Pareto chart, Cause and effect diagram, Scatter diagram, Control charts, Types of errors, Construction of X bar, R bar Charts, P charts, Charts defects, Industrial application of C and U charts.

Quality Management System

Quality system, Quality management principle, Requirement of QMS, ISO 9001:2000 Quality Assurance, QMS Documents requirements, Quality manual, Management responsibility, Management review, Resource Management, Product Realization, Measurement, Analysis and Improvement Environment management system, ISO - 14000.



Quality Audit

Quality system and audit main feature, Audit objectives, Purpose of Quality audit, Audit Terms and definitions.

Customer Driven Quality

Customer focus, What is a customer, Identification of customer group, Customer feed back, Service Industry and quality, Value in service industry, Customer Satisfaction and retention, Buyer Supplier relationships, Servaqual model.

