



Yashaswi Education Society's

INTERNATIONAL INSTITUTE OF MANAGEMENT SCIENCE



Quality Management Training Programme

Course Duration 30 Hours

Course Co Ordinator

Prof. Sarang Dani

Syllabus for Quality Management

Quality Management (30 Hrs.)

Course Objectives

- Understand the fundamental principles of quality management.
- Learn various quality management tools and techniques.
- Develop skills to implement and manage quality improvement initiatives.
- Gain insights into quality management systems and standards.
- Understand the role of leadership in quality management.
- Analyze case studies to apply quality management concepts in real-world scenarios.

Unit 1: Introduction to Quality Management

(06 Hrs.)

This unit provides an overview of quality management, covering its history and evolution, key concepts, and the importance of quality in various industries. Students will learn about the philosophies of quality gurus such as Deming, Juran, and Crosby. The unit also introduces the basic principles of Total Quality Management (TQM) and the role of quality in organizational success.

Unit 2: Quality Management Tools and Techniques

(08 Hrs.)

In this unit, students will explore various tools and techniques used in quality management. Topics include statistical process control (SPC), Six Sigma, lean principles, and the use of control charts. Students will learn how to use these tools to identify, analyze, and solve quality-related problems. The unit also covers the application of these techniques in continuous improvement initiatives.

Unit 3: Quality Management Systems and Standards

(08 Hrs.)

This unit focuses on quality management systems (QMS) and international standards such as ISO 9001. Students will learn how to develop, implement, and maintain a QMS. The unit also covers the principles of auditing, certification processes, and the role of documentation in quality management. Students will gain insights into how these systems and standards help organizations achieve consistent quality and compliance.

Unit 4: Leadership and Strategic Quality Management

(08 Hrs.)

In this unit, students will learn about the role of leadership in quality management. Topics include strategic planning for quality, leadership styles, and the impact of organizational culture on quality. The unit also covers the integration of quality management with other business processes and the use of performance measurement systems. Students will analyze case studies to understand how effective leadership drives quality improvement and organizational excellence.

