



Ministry of Higher Education and Scientific Research  
Lebanese French University – Erbil  
College of Administration & Economics  
Department of Business Administration



# Total Quality Management

**Fourth Stage – Second Semester**

**Asst. Prof. Sohail Imran Khan**

**Academic Year: 2024-2025**

**Course Book**



S. No.	Information	Details
1.	Course Name	Total Quality Management
2.	Course Code	BA402TQM
3.	Lecturer In-charge	Dr. Sohail Imran Khan
4.	College/Department	Administration and Economics/Business Administration
5.	Contact Information	sohailkhan@lfu.edu.krd
6.	Time (in hours) per Week	3 Hours
7.	Office Hours	Thursdays 10:00-2:00
8.	Teacher's Academic Profile	<a href="https://lfu.edu.krd/personnel/sohail-imran-khan/">https://lfu.edu.krd/personnel/sohail-imran-khan/</a>
9.	Academic Title	Assistant Professor
10.	Keywords	Management, Manufacturing, Quality, and Services.
11.	<p><b>Course Overview:</b></p> <p>Total Quality Management seeks to establish and sustain a framework for an organization's continuous improvement. The focus is on presenting the notion of overall quality management. It encompasses the diverse facets of quality, cost of quality, methodologies for quality assessment, principles of Total Quality Management (TQM), strategies for quality enhancement, statistical instruments for quality control, TQM tools, quality systems, and numerous elements of Six Sigma. It encompasses all departments and personnel involved in the advancement of processes and commodities. It reduces expenses and fulfills, as well as exceeds, the requirements and aspirations of clients and various stakeholders of an organization.</p>	
12.	<p><b>Aims &amp; Objective:</b></p> <p>This TQM course seeks to illustrate the natural connections between the fundamental business disciplines and the principles of service excellence and quality. Due to the interrelation of these concepts, they possess strategic significance for the culture and success of any organization.</p>	



	<p><b>Objectives:</b></p> <ol style="list-style-type: none"> <li>1. Detailed Knowledge and Information about TQM.</li> <li>2. Enable students to understand the importance of quality in the modern business world.</li> <li>3. Differentiate between quality assurance and quality control.</li> <li>4. Demonstrate problem-solving with the use of quality tools.</li> <li>5. Distinguish different quality improvement strategies such as TQM, and ISO implementation of Lean Principles.</li> </ol>
<p>13.</p>	<p><b>Course Requirement: Core Course</b></p>
<p>14.</p>	<p><b>Teaching and Learning Method:</b> The module will be delivered to the students through the use of modern technology, case studies, reading material, flipped classroom, video, and case analysis. The student-centered approach will be applied. The strategies to be implemented to target students learning outcomes.</p>
<p>15.</p>	<p><b>Assessment Scheme:</b></p> <ul style="list-style-type: none"> <li>▪ 25 % Mid-term Examination</li> <li>▪ 15 % Assignments and Quizzes</li> <li>▪ 60 % Final Examination</li> </ul>
<p>16.</p>	<p><b>Student Learning Outcome:</b></p> <p>At the end of this course, the student will be able to:</p> <ul style="list-style-type: none"> <li>▪ Identify and explain the basic concepts in Total Quality Management (TQM).</li> <li>▪ To Understand the contribution of Quality Gurus in the TQM Journey</li> <li>▪ Identify the key aspects of the quality improvement cycle and select and use appropriate tools and techniques for controlling, improving, and measuring quality.</li> <li>▪ To understand the Implication of Quality on Business.</li> <li>▪ To have exposure to challenges in Quality Improvement Programs.</li> <li>▪ To summarize the different perspectives on quality.</li> </ul>



<b>17.</b>	<p><b>Course Reading List and References</b></p> <p>Course Reading List and References:</p> <ul style="list-style-type: none"> <li>▪ Total Quality Management by P.N. Mukherjee, Prentice Hall India Learning Private Limited, First Edition, 2006.</li> <li>▪ Total Quality Management by N.V.R Naidu, G. Rajendra, New Age International, First Edition, Jan 2006.</li> <li>▪ Total Quality Management by R.S. Naagarajan, New Age International, 3E, 2015.</li> <li>▪ Quality Control and Application by B.L. Hanson and P.M. Ghare, Prentice Hall of India, 2004.</li> </ul>
	<p><b>18. Course Content</b></p>

**Course Content**

S. No.	Lecture Week	No. of Hours	Topics
1.	Week 1	3	Introduction to Quality, Dimensions of Quality, Definition of Quality, Need for Quality, and Considerable Factors in Quality Maintenance.
2.	Week 2	3	Quality Policy, Zero defects in Quality, Six Sigma, and LEAN,
3.	Week 3	3	Quality Assurance (QA), and the component of QA. Quality Control, Quality Assurance Vs Quality Control, the link between Quality Control and Quality Assurance
4.	Week 4	3	Quality Improvement Techniques.

5.	Week 5	3	TQM Meaning, Definition, aspects of TQM, Concepts, Traditional Approach Vs TQM.
6.	Week 6	3	Gurus of TQM and their contribution.
7.	Week 7	3	Important Factor, Benefits, Characteristics of TQM, Principles of TQM.



8.	Week 8	3	TQM Framework Element, the four Ps and three Cs of TQM, and Obstacles to Implement it.
9.	Week 9	3	TQM Tools for Quality Control.
10.	Week 10	3	<b>MIDTERM</b>
11.	Week 11	3	What is Benchmarking, Definition, and Reasons for Benchmarking in TQM.
12.	Week 12	3	Leadership, Definition, Role of TQM leaders in TQM Implementation, Characteristics of Good Quality Leader.
13.	Week 13	3	Qualities of good leadership, Leadership & Commitment, Effective Leadership, Requirements of Effective Leadership.
14.	Week 14	3	Presentation by the Students in Groups.
15.	Week 15	<b>Final Examination</b>	

19.	<p><b>Examinations:</b></p> <ul style="list-style-type: none"> <li>▪ Define the terms of Total Quality Management</li> <li>▪ List the different TQM Tools for Quality Control</li> <li>▪ Discuss LEAN and Six</li> </ul>
20.	<p><b>Course Policy:</b></p> <ul style="list-style-type: none"> <li>▪ There will be many activities going on throughout the course period to ensure and guarantee the learning outcomes. Therefore, students are expected to pay full attention and participate in all classroom activities in order to maximize their learning and understanding.</li> </ul>
21.	<p><b>Note:</b></p> <ul style="list-style-type: none"> <li>▪ Seek help from the lecturer or your classmates whenever you need to.</li> <li>▪ Time spent in learning is never wasted, however, make sure that you make it enjoyable.</li> <li>▪ Keep a personal notebook to write down your notes in the lectures. Don't rely on your friend's notes as each one of you is different and has different learning approaches.</li> </ul>