

IE407 Total Quality Management

Lecture 01

Instructor: Dr. Ali Ahmad

Reminder: SA grade

- ▶ SA grade will be determined by the attendance system
- ▶ More than 8 absents will automatically lead to SA grade
- ▶ Please be careful about your attendance in lectures



Textbook



Besterfield, Dale H. and others. 2019.
Total Quality Management 5th
edition. Pearson India

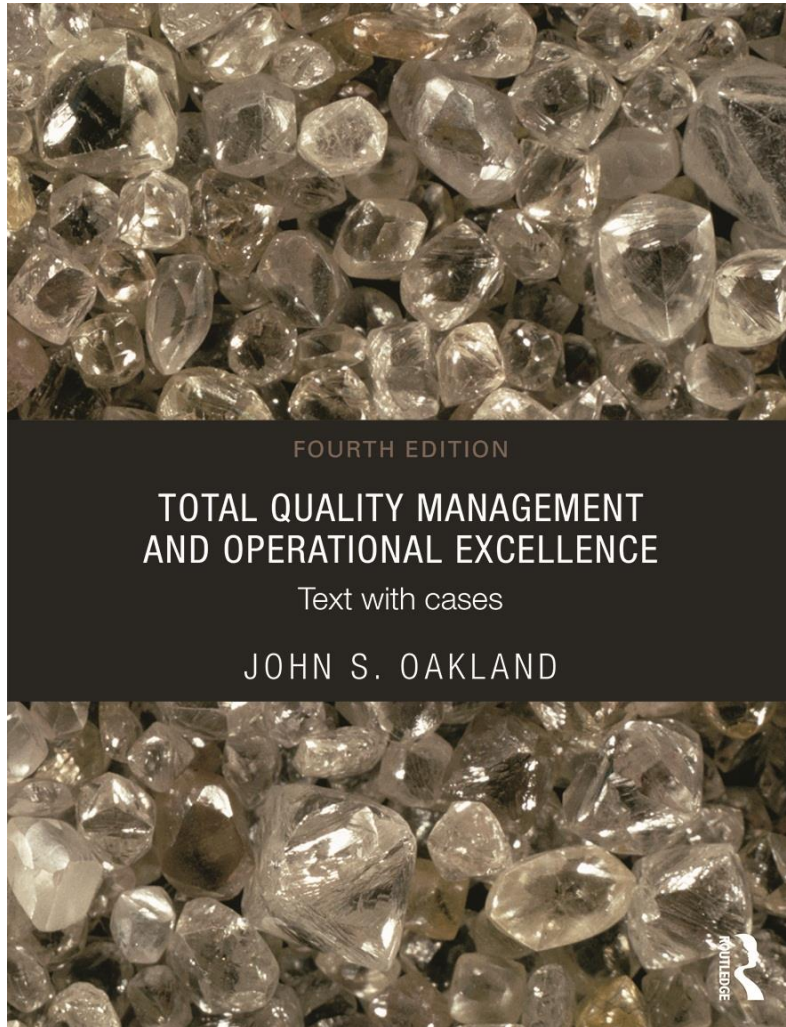
Publisher URL:

[https://pearsoned.co.in/web/books/
9789353066314_Total-Quality-
Management_Dale-H-
Besterfield.aspx](https://pearsoned.co.in/web/books/9789353066314_Total-Quality-Management_Dale-H-Besterfield.aspx)



Dale H. Besterfield | Carol Besterfield-Michna
Glen H. Besterfield | Mary Besterfield-Sacre
Hemant Urdhwareshe | Rashmi Urdhwareshe

Supplementary Textbook



Oakland, John S.
2014. Total Quality
Management and
Operational Excellence,
Text with Cases 4th
edition. Routledge.

Softcopy of this book is
available on the course
page in the Learning
Management System
lms.umt.edu.pk



Supplementary Textbook



Besterfield, Dale H. 2013.
Quality Improvement, 9th
edition. Pearson.

Softcopy of this book is
available on the course
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Supplementary Document



Quality Management
Principles by ISO.

<https://www.iso.org/files/live/sites/isoorg/files/store/en/PUBI00080.pdf>

This document introduces seven quality management principles (QMPs). ISO 9000, ISO 9001 and related ISO quality management standards are based on these seven QMPs.



Seven Quality Management Principles by ISO

❖ The seven quality management principles (QMPs) are :

- QMP 1 – Customer focus
- QMP 2 – Leadership
- QMP 3 – Engagement of people
- QMP 4 – Process approach
- QMP 5 – Improvement
- QMP 6 – Evidence-based decision making
- QMP 7 – Relationship management



Seven Quality Management Principles by ISO - 2

- ❖ The first two QMPs were covered in the class
- ❖ Students were asked to read the remaining QMPs on their own
- ❖ Students were advised to download the document and read it. It is available in LMS
- ❖ This document provides an overview of the TQM course



Video: “If Japan Can Why Can’t We?”

- ❖ This video is available on You Tube
- ❖ Students were advised to watch the video
 - Search “If Japan Can Why Can’t We?”
- ❖ Watching this video will give you understanding about how Total Quality Management movement was started



American Society for Quality

- ❖ American Society for Quality

- ❖ **Home:** <https://asq.org/>

- ❖ You should register yourself on this website. It is free.

- ❖ **Learn about quality:**

- <https://asq.org/quality-resources/learn-about-quality>

- ❖ **Quality Progress Magazine:**

- <https://asq.org/qualityprogress/index.html>

- ❖ Every month you should download the latest articles from *Quality Progress* magazine and read as much as you have time

- ❖ You can also browse past issues of *Quality Progress*

- ❖ **Quality Glossary:**

- <https://asq.org/quality-resources/quality-glossary/>



ISO and PSQCA

- ❖ ISO website: <https://www.iso.org/home.html>
- ❖ Pakistan is represented in ISO through PSQCA
 - Pakistan Standards and Quality Control Authority



Please do

- ❖ Watch the “If Japan can ...” video
- ❖ Read the ISO Quality Management Principles document
- ❖ Explore American Society for Quality website
 - <https://asq.org/quality-resources/total-quality-management>

