



# IE407 Total Quality Management

## Lecture 01



Instructor: Dr. Ali Ahmad

## Reminder: SA grade

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- ▶ 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

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Besterfield, Dale H. and others. 2019.  
Total Quality Management 5<sup>th</sup>  
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)

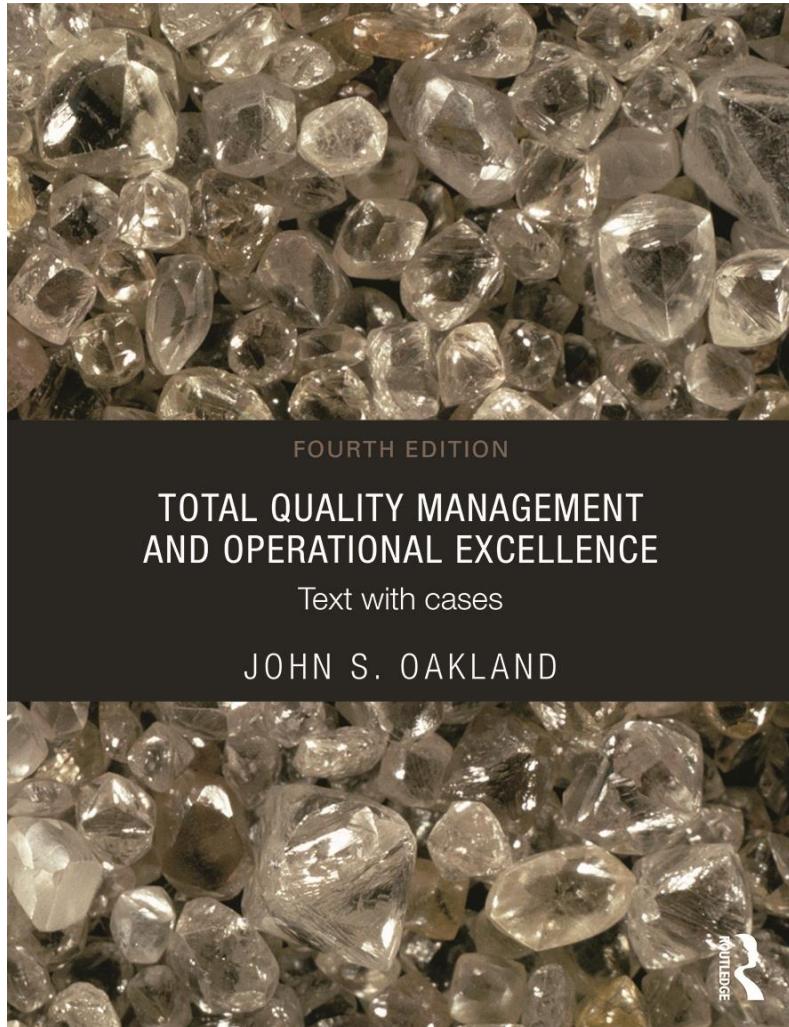


Dale H. Besterfield | Carol Besterfield-Michna  
Glen H. Besterfield | Mary Besterfield-Sacre  
Hemant Urdhwareshe | Rashmi Urdhwareshe



# Supplementary Textbook

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

Softcopy of this book is  
available on the course  
page in the Learning  
Management System  
[lms.umt.edu.pk](http://lms.umt.edu.pk)



# Supplementary Textbook

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Besterfield, Dale H. 2013.  
Quality Improvement, 9<sup>th</sup>  
edition. Pearson.

Softcopy of this book is  
available on the course  
page in the Learning  
Management System  
[Ims.umt.edu.pk](http://ims.umt.edu.pk)

# Supplementary Document



## Quality Management Principles by ISO.

<https://www.iso.org/files/live/sites/isoorg/files/store/en/PUB100080.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

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- ❖ 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

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- ❖ 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?”

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- ❖ 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

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- ❖ 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

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



## Please do

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- ❖ 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>

