



Quality Management



Total Quality Management

Chapter 1

Chapter 1 Contents

Product Quality Dimensions

The Philosophy of TQM

Differentiation through Quality

Focus through Quality

Quality Assurance

Quality Management

Quality Philosophy and
Management Strategies

Quality Systems and Standards

Tools and Techniques of TQM

Dimensions of Quality

Quality planning

Statistical Process Control

Six Sigma Principles



Chapter 2

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What is Six Sigma?

What makes Six Sigma different from other quality programs?

Six Sigma Readiness

Factors that may impede a Successful Six Sigma Launch

The DMAIC Model

Implementation Options for DMAIC

Kaizen DMAIC

How to conduct a Kaizen DMAIC

Project selection



Lean Manufacturing

Chapter 3

Chapter 3 Contents

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Manufacturing

History of Lean Manufacturing

Main Kinds of Waste

Lean Manufacturing Tools

Value added and Non value added
activities

Value Stream Mapping

JIT (Just In Time)

Kanban tooling

Total Productive Maintenance (TPM)

THANK YOU!

