

**Jiwaji University**  
**Board of Studies in Management**

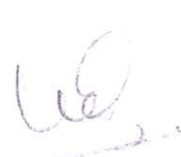
**M I N U T E S**

Date of Meeting – September 09, 2016

1. Following amendments are proposed in CBCS MBA Syllabus 2015-17 which will be applicable during the present year i.e. III and IV Semester will be offered after accommodating following changes:
  - a. MBA Syllabus 2015-17 – Total Quality Management will be offered in place of MBA 301 – Supply Chain Management. Syllabus of MBA 301 – Total Quality Management is attached-Annexure-1.
  - b. 302 – Production and Operations Management will not be offered in Semester III of CBCS MBA programme. Supply Chain Management and Production and Operations Management will be offered as open electives viz. OP1 and OP2. Syllabus will remain to be the same.
  - c. Revised scheme of CBCS MBA Programme 2015-17 is attached-Annexure-2.
  - d. In specialization group Marketing (MK) International Marketing will be offered in place of MBA MK 02 Sales and Distribution Management. Syllabus will remain to be the same.
2. MBA Syllabus for colleges 2015-17 - In earlier Board of Studies decision was taken to club MBA 302 TQM and a paper that was removed from Semester II i.e. Production and Operations Management. Since syllabus of clubbed paper was never prepared, therefore, a decision is taken to offer 'Production and Operations Management' as OP1 in place of 'Rural Management'. The core papers structured earlier to be offered during semester III shall remain to be the same. The syllabus of 'Production and Operations Managements' is attached-Annexure-3.
3. Revised scheme for MBA III and IV Semester Colleges for the year 2016-17 is attached-Annexure-4.
4. MBA Syllabus for colleges for the year 2016-18 is approved-Annexure-5.
5. Revised syllabus of First Semester of CBCS MBA 2016-18 is attached-Annexure-6.
6. Syllabuses of MBA (FM), MBA (HR) and MBA (MM) for distance education are passed-Annexure-7,8,9.
7. Till further decision Syllabus (Amended) and SLMs of Vardhman Mahaveer Open University, Kota approved for distance courses. Programme Guide of the same is approved-Annexure-10.



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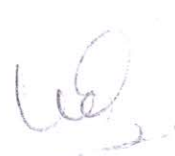
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# MBA-OP 01: PRODUCTION MANAGEMENT

## UNIT I

Operations Management –An overview, Definition of production and operations management, Production cycle, Classification of operations, Responsibilities of operations manager, New product development, Product design, Plant location, Layout planning.

## UNIT II

Forecasting as a planning tool, Forecasting types and methods, Exponential smoothing, Measurement of errors, Monitoring and controlling forecasting models, Box-Jenkins method. Productivity and work study, Method study, Work measurement.

## UNIT III

Production planning techniques, Routing decisions, Line of balance, Scheduling types & principles, Master production schedule, Inventory management –Objectives, Factors, Process, Inventory control techniques-ABC, VED, EOQ, SED, FSN analysis.

## UNIT IV

Basic concepts of quality, Dimensions of quality, Juran's quality trilogy, Deming's 14 principles, PDCA cycle, Quality circles, Quality improvement and cost reduction-7QC tools and 7 new QC tools, ISO 9000-2000 clauses, Coverage QS 9000 clauses, Coverage. Six Sigma, Total Productive Maintenance (TPM).

### Suggested Reading:

1. Adam Jr Everetl E. R J - Production and Operations Management (Prentice-Hall, 2000, 5<sup>th</sup> Edition)
2. Chary - Production and Operations Management (Tata McGraw-Hill, 1997, 9th Edition)
3. Hill T- Operations Management (Palgrave, 2000)
4. Johnston R Et Al - Cases in Operations Management (Pitman, 1993)
5. McGregor D- Operations Management (McGraw-Hill, 1960)
6. Morton - Production and Operations Management (Vikas)
7. Haleem A- Production and Operations Management (Galgotia Books, 2004)
8. Bedi Kanishka - Production & Opererations Management (Oxford University Press, 2nd Edition)



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## TOTAL QUALITY MANAGEMENT

Course Code - 301

Credits - 03

**Objective:** To course aims at sensitizing students towards concept of quality, issues, mechanism to Achieve and implement them in today's business organizations.

### Course Contents

- UNIT-I Principles of Quality Management  
Definitions of Quality, Quality philosophies of Deming; Juran and Cross by, Concept of Cost of Quality, Dimensions of quality, Service vs. Product quality, Customer focus, Quality and Business performance, Vision, Mission statements and Quality policy.
- UNIT-II Total Quality Management Evolution of TQM, TQM models, Human and System components, Continuous improvement strategies, Deming wheel, Customer concept, Customer satisfaction index, Quality circle, 5S principle, Top management's Commitment and Involvement.
- UNIT-III Quality Management Tools for Business Applications Principles and applications of Quality Function Deployment, Failure mode and Effect Analysis, Taguchi Techniques, Seven old QC tools, Seven new management tools, Statistical quality control techniques, Mistake proofing, Capability Analysis, Reliability prediction analysis, Total productive maintenance.
- UNIT-IV Quality Imperatives for Business Improvement Leadership for quality management, Quality planning, Designing for quality and Manufacturing for quality, Malcolm Baldrige National Quality Award, Rajeev Gandhi National Quality Award, Quality assurance and ISO 9000, QS 9000 certification, ISC 14000.
- UNIT-V TQM Implementation Strategies Organisational Structure and Mindset of individuals, Motivational Aspects of TQM, Change management strategies, Training for TQM, TQM Road map, Quality improvement index, Bench marking. Contemporary Issues in Quality – Benchmarking, JIT, Six Sigma.

Definitions of Quality, Quality philosophies of Deming, Juran and Crossby, Concept of Cost of Quality, Dimensions of quality, Service vs. Product quality, Customer focus, Quality and Business performance

#### References:

1. Dale H. Besterfield, Carol Besterfield-Michna, Glen H. Besterfield and Mary Besterfield-Sacre, Total Quality Management, Pearson Education.
2. Joseph M. Juran and A. Blanton Grodrey, Juran's Quality Handbook, McGraw Hill.
3. D.D. Sharma, *Total Quality Management: Principles, Practice and Cases*, Sultan.
4. Peter S. Pande, Robert P. Neuman, Roland R. Cavanagh, *The Six Sigma Way*, McGraw Hill.



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UNIT-V	Case Studies

### References:

1. Dale H. Besterfield, Carol Besterfield-Michna, Glen H. Besterfield and Mary Besterfield-Sacre, Total Quality Management, Pearson Education.
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