

Eligibility

Graduate in any discipline or Diploma / Degree in Engineering / Technology or Equivalent. Final year Engg. Students can enroll for the course, provided they have cleared all the papers of previous year. They will be given certificate only after completion of their course.

Duration

One year.

Batches

January Batch: Admissions from November to January

July Batch: Admissions from June to July

Course Fees

Rs.11,450/- per candidate or Rs.10,305/- per candidate for NCQM Members or for group registration of 2 or more.

(Fees include service tax, course material and one year NCQM Student Membership with benefits of membership)

Rs.300/- per subject as Examination fees to be paid at the time of examination.

Cheques / Demand Draft should be drawn in favour of, "**National Centre for Quality Management**" payable at Mumbai

Contact Sessions

Contact sessions are conducted for providing guidance and resolving student's difficulties at Mumbai and other centres where registration exceeds twenty..

Examinations

In June / December every year. Currently held at - Mumbai, Ajmer, Coimbatore, Nagpur, Noida and Pune. Students can appear for the examination in parts

Criteria for passing

Pass: 50% aggregate marks and minimum 35 marks in each paper.

First Class: 60% aggregate marks and minimum 35 marks in each paper.

Distinction: 70% & above aggregate marks and minimum 35 marks in each paper.

On successful completion of the course, student will be awarded

'**Post Diploma in Total Quality Management**' certificate.

National Centre for Quality Management (NCQM) was established in 1985 by a group of enlightened industrialists and professionals to spread the culture of quality in India. Today, it is one of the premier professional organizations engaged in dispensing quality related services to various sectors of Industry through seminars, training, education, publications, research and advisory services. NCQM has conducted more than 1000 programmes and seminars related to quality management. NCQM has its headquarters in Mumbai and extension centres at Ajmer, Nagpur, Navi Mumbai, Noida and Pune.

NCQM has been running this course since 1981 with the title, 'Diploma in Total Quality Management'. Effective July 2009 batch, this course has been revised with updated course contents and launched with a new title, 'Post Diploma in Total Quality Management'.

NCQM's aim is to develop interested persons as quality professionals by qualifying them through PDTQM course.



(QCI approved)

Post Diploma in Total Quality Management

One year

Distant Learning Programme
with contact sessions for
guidance and solving student`s difficulties

The course focuses on
TQM, ISO 9000, ISO 14000, OHSAS, IMS,
Statistical Techniques and Organizational Excellence
for building and upgrading Quality and
Improving Competitiveness in
Service Sectors and Manufacturing Industries

**Two batches admitted each year
in January and July**

Organized by



National Centre for Quality Management

(Society Registered under Bombay Public Trust Act.1950 Reg.No.F.10488(Bom)dt29/6/1985)

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Visit us at www.ncqm.com

Preamble

Quality provides competitive edge. A number of Indian organizations are practicing Total Quality Management. Some have been recognized nationally and internationally being Winners of Quality Awards.

To survive and grow in global markets, organizations will be required to develop customer focus and involve employees to continually improve Quality. Export trade demands better services and world-class products. It requires radical change in our approach. Senior Management can bring about transformation and move towards Quality Excellence by developing their employees in every function.

Approach to Quality Excellence requires understanding of basic principles, developing sound policies, setting measurable objectives, intensive training efforts to align people and implementing change.

Course Objectives

PDTQM course is designed to improve professional qualification and focuses on Quality Management. Organisations in Manufacturing and Service industry can gain by sponsoring their personnel from all functions. Demonstration of application of TQM principles and ISO 9000 systems is well integrated in the course through Project Work.

Participants of this course will benefit by being in the forefront of Quality movement and will support the management in implementation of Quality enhancement programmes with confidence.

Benefits of the course to Individual

- Additional Qualification, improve employability.
- Opportunity for career advancement.
- Development of integrated approach to Quality Management
- Exposure to modern practices, avoid technological obsolescence.
- Contribute to company development through self-development.

Benefits of the Course--to organization

- Get trained personnel without affecting works system of company.
- TGain by initiating Quality Improvement Programme (QIP) through trained groups.
- Avail trained manpower to improve Quality, Productivity and competitiveness.
- Improve Return on Investment (ROI).

Methodology

- Students are provided course material (text books and handouts).
- Contact sessions are conducted for providing guidance and resolving student's difficulties at HO and at centres where registration is 20 or more. (two days per subject).
- The course consists of five Papers. Paper IV has option for manufacture / service.
- Each Examination Paper is of 3 Hours duration and of 100 Marks.

Assignments

Students will be given assignment questions after conduct of contact sessions. These will be graded by faculty as A,B,C or D. Students have to submit assignments at time of examination. Students have to achieve grade – A, B or C to pass.

Course Outline

Five Papers, Each Examination Paper is of 3 Hours Duration and of 100 Marks.

Paper-I Total Quality Management (TQM) 100 Marks

Evolution of TQM, TQM Principles, Leadership and Involvement of People
Continual Improvement, Process Approach and Systems Approach
Factual Approach in Decision Making, Mutually Beneficial Supplier Relationship
Applications of TQM, Bench Marking on Products, Processes, Systems and Services
Cost of Poor Quality, Quality Function Deployment, Case Studies

Paper-II Statistical Process Control (SPC) 100 Marks

SPC Basics
Data Collection and Data Analysis, Measures of Location and Variability
Set Theory and Probability, Statistical Distributions
Process Control charts, Interpretation of Control Charts
Acceptance Sampling by Attributes, Simple Correlation and Regression Analysis
Reliability Engineering, Basic Design of Experiments
Application of SPC in both Manufacturing and Service Industries

Paper-III Quality and Management System (QMS) 100 Marks

Evolution of Quality and Management Systems
ISO 9001:2008 Series of Standards on QMS
ISO 14001:2009 Series of Standards on EMS
ISO 19011:2011 Standard for Auditing QMS and EMS
Elements of OHSAS 18001:2007, Integration of QMS, EMS and OHSAS
Elements of SA 8000, Overview on other Industry Specific Standards

Paper-IV TQM in Manufacturing Industries 100 Marks

Stake Holder Expectations, Value Creation and Support Process
Customer Satisfaction Measures
Functional Objectives and Measures on Targets & Goals
Development and Execution of Quality Plan
Complaints Handling and Root Cause Analyses
Overview on work force focus, Cost reduction and Value Addition, Bench Marking

Or

Paper-IV TQM in Service Industries 100 Marks

Understanding the Service System
Customer Segments and Understanding their Stated and Implied needs
Sector Specific Quality Systems, Value Creation and Support Processes
Bench Marking on Key Performance Indicators (KPIs)
'SMART' Principle, Qualification of 'Status', Root Cause Analysis
Overview on Work Force Focus, Working Towards Reduction of costs

Paper-V Tools and Techniques for Organisational Excellence 100 Marks

7 S, Basics of Jishu Hozen (Autonomous Maintenance)
Total Productive Maintenance (TPM), JIT (Just in Time), Kanban
TPS (Toyota Production System), Pokayoke,
Lean Manufacturing System – Overview on seven types of Muda (Waste)
Kaizen and SGIA (Small Group Improvement Activity), Six Sigma Basics
Overview on Quality Excellence Awards
Overview on World Class Initiatives

Total : 500 Marks

NATIONAL CENTRE FOR QUALITY MANAGEMENT

Application for admission to the course of Post Diploma in Total Quality Management
(To be filled in Capital Letters only)

Name _____

Mailing Address _____

City _____ Pin _____ State _____

Tel. No. (O) (_____) _____ (R)(_____) _____

Mobile _____ Fax (_____) _____

E-mail _____

Date of Birth _____

Day Month Year

**Affix one
passport size
photograph**

Male / Female

Education Qualification
(Fill the appropriate column)

	Ph.D.	M.B.A.	M.E. / M.Sc. / M.Com / M.A.	B.E. / B.Sc. / B.Com /B.A.	Diploma	Other Equivalent
Branch						
Year of Passing						

Professional Experience _____ Years.

Date: / /201

Signature of application

* Examination Centre (Choose any one Centre)

Q Mumbai	Q Aimer	Q Coimbatore
Q Nagpur	Q Noida	Q Pune

* Fourth Paper (Choose any one)

TQM in Manufacturing Industries

TQM in Service Industries

Enclosed is a Cheque / Demand Draft No. _____ dt. _____ for
Rs. _____ (Rs. _____ Only)
towards registration and course fees in favour of "National Centre for Quality Management",
Mumbai.

Option: (Only for company sponsored candidates)

We sponsor

Dr./Mr./Ms. _____
to the course, 'Post Diploma in Total Quality Management'. He / she will be given all
necessary help and support.

I / We are / are not members of NCQM

Name and Address of sponsoring organization

(Signature)
Name
Dgn.

- * Application form should be sent along with candidate's Degree / Diploma Certificate copy, one passport size photograph & Demand Draft / Cheque for Rs.11,450/-.
- * Rs.10,305/- per candidate for NCQM members and for group registration of 2 or more candidates.
- * Application form can be xeroxed if there are more than one candidate applying.

Batch:

January

July

 201

Registration No.

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Payment Details:

	Rs.	Receipt	Date
Reg. & Course fees			
Membership fees			