

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.11,800/- per candidate or Rs.10,620/- per candidate for group registration of 2 or more.
(Fees include GST, course material and one year NCQM Student Membership with benefits of membership)
Rs.354/- (include GST) per subject as Examination fees to be paid at the time of filling form for the 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 Fifteen.

Examinations

In June / December every year. Currently held at - Mumbai, Ajmer, Coimbatore, 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% to 69% aggregate marks and minimum 40 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 as a not for profit making enterprises 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 and related services to various sectors of Industry through seminars, training, education, publications, research and advisory services. NCQM conducts programs and workshops related to quality management, Audits, Human Resource, Six Sigma, 6S & 8W, RCA. 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 empanelled)

Post Diploma in Total Quality Management

One year

Distant Learning Program with contact sessions for guidance and solving students' difficulties

Course Focus

To build & upgrade Quality and improve Competitiveness in Manufacturing, Service, Healthcare and Educational sectors the course focuses on:

- TQM, TPM, 5S, Kaizen, Kanban, JIT & TPS
- Statistical Process Control techniques with applications
- ISO 9001 on QMS, ISO 14001 on EMS, OHSAS 18001 on SMS and few other Sector specific Management Systems
- Overview on certain National and International Business Excellence Awards.

Two batches admitted each year in January and July



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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Preamble

Quality provides competitive edge. A number of Indian organizations are practicing Total Quality Management. Some of them have won a nationally and internationally. Winners of National and International Quality Awards.

Towards sustenance we 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 Total Quality Management. Organizations from Manufacturing, Service, Health care and Educational sectors can gain by sponsoring their personnel from all functions. Demonstration on application of TQM & TPM principles, SPC and IS 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 Individuals

- 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 and growth.

Benefits of the course to Organizations

- Get trained personnel without affecting work system of company.
- Gain by initiating Quality Improvement Program through trained professionals.
- Avail trained manpower to improve Quality, Productivity and Competitiveness.
- Improve Return on Investment (ROI) by eliminating all forms of wastages.

Methodology

- Students are provided course material (text books and handouts).
- Contact sessions are conducted for providing guidance and resolving students' difficulties at Mumbai and at Centers where registration is 20 or more..
- The course consists of five Papers. titled Paper I to paper V. Paper V has option for Manufacturing or Service including Education and Health care sectors..
- Examination on each paper will be of 3 hours duration and of 100 marks. comprising 50 marks for subjective and 50 marks for objective questions. Three recent past papers of subjective questions will be given to each student,

Assignments

Prior to appearing for each paper, students will have to submit a hand written report on the concepts & techniques learnt and their applications in their own spheres of activities. These reports will be graded by respective faculty as A/B/C/D. For passing students must acquire either A, B or C grade. Students getting grade D will have to resubmit.

Course Coverage

Revised Syllabus (effective July 2016) for Paper I to Paper V are itemized below.

Paper I: Total Quality Management (TQM) 100 Marks

- * Evolution of TQM,
- * TQM as envisaged by Deming
- * Quality Management principles of ISO 9000 series in 2008 and in 2015
- * Needs and expectations of interested parties, value creation and support processes
- * Kano model – A different perspective in assessment of customer satisfaction
- * Approaches on involvement of people adopted by EFQM, MBNQA or RBNQA, QMS in ISO and DAP
- * Cost of quality (COQ) and cost of poor quality (COPQ)
- * Quality function deployment – A case example.
- * Bench marking – Issues, various types, case examples and challenges
- * Sustainability through use of MP/CP, DWM, coupled with PDCA cycles and structured reviews.
- * Implementation of TQM – The Pooja way
- * Overview on National and International Business Excellence Models.

Paper-II Statistical Process Control (SPC) and their Applications 100 Marks

- * SPC basics
- * Data Collection and Data Analysis, Measures and presentation
- * Seven basic QC tools:
Stratification, Check sheet, Pareto analysis, Cause and effect analysis, Histogram, Process Control charts and their interpretations and Scatter diagram.
- * Set theory and theory of probability
- * Binomial, Poisson, Hypergeometric, Normal and Negative Exponential distributions and their applications
- * Advanced Control charts including gauge R & R
- * Process capability analysis – Short term and long term measures of Accuracy and Precision including differences between C_p & C_{pk} and P_p & P_{pk}
- * Acceptance sampling plans by attributes
- * Simple Correction and Regression analysis
- * Basics of Reliability Engineering
- * Overview on Design of Experiments
- * Applications of above techniques .

Paper-III Quality and other Management System 100 Marks

- * Evolution of Quality Management Systems (ISO 9000 Series of Standards from 1987 to 2015 on QMS)
- * ISO 14001:2015 Series of Standards on EMS
- * ISO 19011:2011 Guidelines for auditing (all) Management Systems
- * Elements of OHSAS 18001:2007
- * Integration of QMS, EMS and OHSAS
- * SA 8000:2014 & ISO 26000:2010
- * Overview on other Industry Specific Management System Standards.

Paper-IV Tools and Techniques for Organizational 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

Paper-V 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-V TQM in Service Industries including Health care and Education Sectors 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

Total : 500 Marks