



DEPARTMENT OF MANAGEMENT STUDIES

Islamic University of Science and Technology

1 – University Avenue, Awantipora, Pulwama, J&K, 192122.

INTEGRATED MASTER OF BUSINESS ADMINISTRATION

Course Title: Total Quality Management

Course Code: MBI-CC-701	Max. Marks = 100 (Mid-term = 50, End-term = 50) Credits: 4 (L = 3, P = 0, T = 1)
Course Objective: <i>To equip students with the knowledge, skills and tools necessary to understand and implement effective quality management practices within business organizations.</i>	
Course Outcomes: After attending the course, students will be able to: <ul style="list-style-type: none"> • <i>Demonstrate sound understanding of core TQM concepts and principles</i> • <i>Understand the framework and challenges in TQM implementation</i> • <i>Demonstrate the ability to implement TQM tools</i> • <i>Understand and appreciate the strategic importance of TQM</i> 	
SYLLABUS	
Unit I: Introduction to total quality management; Historical Review, Basic Concepts in Quality; Dimensions of Quality; Quality Philosophies- Contribution of Deming, Juran, Crosby to quality Comparison of Quality Philosophies	
Unit II: Customer Perception of Quality, Total Quality Management Framework, Quality costs, prevention costs, Appraisal costs, failure costs, Stages in TQM Implementation, Barriers to TQM Implementation; Employee Involvement in Quality Management- Quality Circle.	
Unit III: The seven tools of quality, Statistical and Quality Control by the use of Control Charts – Business Process Benchmarking, Concept of six sigma, Continuous Process Improvement –Kaizen, Kanban and JIT. Quality Function Deployment (QFD), Business Process Reengineering.	
Unit IV: Quality as source of competitive advantage; Quality management System; Introduction— Benefits for ISO 9000 and Other Quality Systems, ISO 9000:2000 Quality System – Elements, Implementation of Quality System, Quality Auditing, ISO Environmental management System (EMS)- ISO-14000 – Concept, Requirements and Benefits of EMS	
Skill Development Activities: <ol style="list-style-type: none"> 1. Development of Quality statements 2. Creating Quality circles and identifying quality issues within the university 3. Identifying the ways of reducing Quality Costs 4. Learning the practical application of QFD 	
Suggested Readings: <ol style="list-style-type: none"> 1. Dale H.B., Rashmi U., Hemant U., Glen H. B., Mary B.S., & Carol B.M. (2019). <i>Total Quality Management</i>, Pearson Education. 2. Shridhara B.K. (2010). <i>Total Quality Management – Text and Cases</i>, Himalaya Publishing House. 3. Jill A.S, Joel E.R and Vincent K.O. (1998). <i>Principles of Total Quality</i>. St.Lucie Press, US. 4. Jain, P.L. (2001). <i>Quality Control and Total Quality Management</i>. Tata McGraw-Hill. 5. John B.J.E. (1993). <i>Total Quality Management</i>, Prentice Hall, India. 	
Note: <i>The schedule for case discussion shall be announced by the concerned faculty in the class</i>	



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INTEGRATED MASTER OF BUSINESS ADMINISTRATION

Course Title: Spoken Arabic - I

Course Code: SBS-GE-001	Max Marks = 100 (Mid-Term=50; End-Term=50) Credits: 4 (L =3, T=1, P=0)
Course Objectives: <i>The course will give the know- how of basics of modern spoken Arabic to the learners. The competencies will be taught to students in order to make the students know about the terminology, vocabulary and structural approach with special references to tourism industry. A special emphasis will be laid on communication i.e., speaking skill.</i>	
Course outcomes: After attending the course, student will be able to: <ul style="list-style-type: none">• Recognize and produce the sounds of Arabic and read and write the script associated with those sounds.• Communicate orally and in written form greetings, introductions, and simple descriptions.• Elicit and provide basic personal biographic information (self, family, origin, occupation).• You will discuss likes/dislikes, basic survival needs, weather, numbers, directions at a rudimentary level.• Differentiate in sounds and basic structures between formal and spoken Arabic.• Comprehend and produce accurately the basic sentence structures of Arabic.	
الأول والوحدة	
المقترحة الكتب : للمبتدئين العربية اللغته روس-1 ، فاروق أحمد زبير بيروفيسر وآخرون بروفيسر ، الوظيفة العربية اللغة -2 الندوي خان أحمد شفيق وآخرون	- السنة فصول / السنة شهور / الأسبوع أيام - الجهات / الألوان - الأقارب / الجسم أعضاء - الخضروات / الفواكه / الأطعمة الثانية الوحدة - النكرة والمعرفة - والصفات للأسماء والجمع المفرد - العدد (100 - 1) - والبعد للقرى بالإشارة أسماء - ومتعلقاتها المدرسة الثالثة:
Suggested Readings: <ol style="list-style-type: none">1. Arabic Made East, by Abul Hashim2. New Arabic Course, by Prof. V. Abdur Rahim3. Learn Modern Arabic, by Dr. Mohammad Ajmal	
Note: <i>The schedule for case discussion shall be announced by the concerned faculty in the class.</i>	