

**Eligibility:**

Graduate in any discipline or Diploma / Degree in Engineering / Technology or Equivalent.  
Final year Engg. Students can also enroll for the course, provided they have cleared all the papers of previous year.

**Duration:**

Minimum one year.

**Batches:**

January Batch: Admissions from December to February  
July Batch: Admissions from June to August

**Course Fees:**

Rs.6000/- per candidate  
Rs.5500/- per candidate (Group registration of 3 or more)  
(Includes course material [Text Books and Handouts] and one year Student Membership of NCQM with benefits of membership)  
Rs.150/- per subject as Examination fees to be paid at the time of examination.  
Rs.500/- as Project Examination fees to be paid at the time of submission of Project Report or to be paid at the time of admission if additional paper is selected.

**Mentor:**

Mentor will be assigned to students for providing guidance and responding to student's difficulties.

**Examinations:**

In June / December every year, currently held at nine centres - Mumbai, Ajmer, Chennai, Gurgaon, Hyderabad, Kolkata, New Delhi, Pune and Rajkot.  
Students can appear for the examination in parts.

**Criteria for passing:**

Pass: 50% Aggregate, Minimum 25 marks per paper.  
First Class: 60%, Distinction: 70% & above  
On successful completion of the course the student will be awarded with certificate, '**Diploma in Total Quality Management**'.

**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 800 programmes and seminars related to quality management. NCQM has its headquarters in Mumbai and extension centres at Ajmer, Chennai, Gurgaon, Hyderabad, Kolkata, Navi Mumbai, New Delhi, Pune and Rajkot.

# Diploma in Total Quality Management

One year  
(Distant Learning Programme)

Focuses on TQM, ISO 9000, TS 16949,  
Statistical Techniques & ISO 14000

For Building and Upgrading Quality and  
Improving Competitiveness in  
Service Sectors and Manufacturing Industries

**Two Batches Every Year  
in January & July**

Organized by



## National Centre for Quality Management

G 501-503, 5<sup>th</sup> Floor, Kailash Complex,  
Hiranandani Vikhroli Link Road, Vikhroli (West), Mumbai 400 079.

Tel: 25170483, 25170469 Fax : 25170144

Email: [ncqm@vsnl.com](mailto:ncqm@vsnl.com)

Visit us at [www.ncqm.com](http://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

DIPTQM 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 support the management in implementation of Quality programmes with confidence and knowledge.

**NCQM also conducts this course on part time mode jointly with educational institutions.**

**This course can also be conducted in-house through contact mode. For details contact NCQM.**

## BENEFITS OF PROGRAMME

### To Individual

- 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.

### To Industry

- Train personnel without affecting works system of company.
- Train group to form a nucleus and initiate Quality Improvement Programme (QIP).
- Develop trained manpower to effect Quality / Productivity Improvement.
- Improve Return on Investment (ROI).

### Methodology

Students are provided course material (text books and handouts). Students should demonstrate application of principals / concepts learnt in their project work.

## COURSE OUTLINE

### 4 Papers and Project

**Each Examination Paper is of 3 Hours duration and of 100 Marks.**

#### **Paper-I Total Quality Management 100 Marks**

Enterprise excellence through Total Quality and Productivity.  
TQM: Basic Concepts & Philosophy; Evolution and acceptability;  
TQM Principals, Implementation, Applications;  
Leadership, Customer Satisfaction, Employee Involvement;  
Continuous Process Improvement;  
Supplier Partnership; Performance Measures

#### **Paper-II Introduction to Statistical & Probability Theory 100 Marks**

Data Collection, Analysis and Presentation.  
Variability Patterns; Control charts; Process Capability  
Product Audit; Acceptance Sampling; Simple Correlation  
Reliability; Maintainability; Availability

#### **Paper-III Quality and Management Systems 100 Marks**

International Organization for Standardisation  
QMS ISO 9000 / 9001 Standards; ISO 14000 EMS; TS 16949  
A Software Maturity Framework (CMM)  
Business Excellence and Quality Awards  
Quality Cost System; Benchmarking  
Quality Function Deployment (QFD); Taguchi`s Robust Design  
Failure Mode and Effect Analysis (FMEA); Total Productive Maintenance (TPM)

#### **Paper-IV TQM in Manufacturing System 100 Marks**

Quality; Specifying Quality; Planning for Quality; Attaining Quality  
Inspection and Controlling Quality  
Following up Quality; Improving Quality  
Managing Quality; Human Factors in Quality  
Certification / Export Inspection

**Or**

#### **Paper-IV TQM in Service System 100 Marks**

Understanding the Service System  
Service Quality Models; Customer Satisfaction; Quality Measurement;  
TQM in Healthcare, Education, Financial Services, Public Sector and other Service Systems.  
World Class Service Quality

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**Total : 400 Marks**

#### **Project-V 100 Marks**

Project Work on application of principles as per guidelines.

**Or**

#### **Paper-V Human Resource Development 100 Marks**

## NATIONAL CENTRE FOR QUALITY MANAGEMENT

Application for admission to the course of 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  
(Put X in appropriate column/give branch)

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

Professional Experience \_\_\_\_\_ Years.

Date: / / 200

Signature of applicant

### ★ Examination Centre (Choose any one Centre)

<input type="checkbox"/> Mumbai	<input type="checkbox"/> Ajmer	<input type="checkbox"/> Chennai	<input type="checkbox"/> Gurgaon
<input type="checkbox"/> Hyderabad	<input type="checkbox"/> Kolkata	<input type="checkbox"/> New Delhi	<input type="checkbox"/> Pune
<input type="checkbox"/> Rajkot			

### ★ Fourth Paper (Choose any one)

Service System  Manufacturing System

- I would like to take the Project Work or
- I would like to take the Fifth Paper 'Human Resource Development' in place of Project.

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 Diploma Course 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 organisation

(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. 6,000/- For group registration of 3 or more from the same organization Rs. 5,500/- each. Please add Rs.500/- if additional paper is selected in place of Project Work.
- ★ Application form can be xeroxed if there are more than one candidate applying.

Batch: January July 200      Registration No.

Payment Details:

	Rs.	Receipt No.	Date
Reg. & Course fees			
Membership fees			