

**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:**

One year.

**Batches:**

January Batch: Admissions from December to February

July Batch: Admissions from June to September

**Course Fees:**

Rs.7,500/- per candidate or Rs.7,000/- per candidate (Group registration of 3 or more) (Includes course material and one year NCQM Student Membership with benefits of membership)

Rs.200/- 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.

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

**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 five centres - Mumbai, Ajmer, Gurgaon, 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, '**Post 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 1000 programmes and seminars related to quality management. NCQM has its headquarters in Mumbai and extension centres at Ajmer, Gurgaon, Navi Mumbai, Pune and Rajkot.

NCQM has been running this course since last 20 years 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.

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

# Post Diploma in Total Quality Management

One year  
(Distant Learning Programme)

Focuses on  
TQM, ISO 9000, ISO 14000, OHSAS, IMS, TS 16949,  
Statistical Techniques and Organisational Excellence

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

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Hiranandani Vikhroli Link Road, Vikhroli (West) Mumbai 400 079

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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

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

## BENEFITS OF PROGRAMME

### 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.

### 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).
- The course consists of five Papers.
- Each Examination Paper is of 3 Hours duration and of 100 Marks.

## Project Work on Application of Principles, Tools and Techniques is optional.

Students should demonstrate application of principals / concepts learnt in their project work. Selection of a result oriented project

Develop a structured data sheet, Collect relevant data, scrutinize, compile and Statistically analyze the data using one or more of the tools and techniques learnt by you. Report findings, ensure implementation and build proper monitoring and control system towards sustainability.

Projects will be graded and students acquiring grade – A B C will be given credit marks in their aggregate marks. Project grade will also be mentioned on the certificate.

## 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 9000:2008 Series of Standards on QMS  
ISO 14000:2004 Series of Standards on EMS  
ISO 19011:2002 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  
Overview on Quality Excellence Awards like Deming Award  
Overview on World Glass Initiatives

### 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

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**Total : 500 Marks**

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**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



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

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

Date:    /    /20

Signature of application

★ Examination Centre (Choose any one Centre)

<input type="checkbox"/> Mumbai	<input type="checkbox"/> Pune	<input type="checkbox"/> Ajmer
<input type="checkbox"/> Gurgaon	<input type="checkbox"/> Rajkot	

★ Fourth Paper (Choose any one)

TQM in Manufacturing Industries                       TQM in Service Industries

★ I would like to take Project Work       Yes       No

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. 7500/- For group registration of 3 or more from the same organization Rs. 7000/-
- ★ Application form can be xeroxed if there are more than one candidate applying.

Batch:    

January	July
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    20                      Registration No.    

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Payment Details:

	Rs.	Receipt	Date
Reg. & Course fees			
Membership fees			