

## Quality Management Bba PtU

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~~Lecture 47 Total Quality Management (TQM)IKGPTU DATESHEET FOR OBE REGULAR CANDIDATES (OPEN BOOK EXAMINATION) Total Quality Management by CA Raj K Agrawal Quality Management Bba PtU~~

Quality Gurus: Deming, Juran, Ishikawa, Crossby and their contribution. Tools of Quality Management. Statistical Methods, problem solving tools such as - brainstorming, fishbone diagram and. Pareto diagram. Need for unbiased data collection. Quality Systems - ISO 9000 series standards. Steps required to implement quality. management systems.

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CONTENTS Unit 1: Total Quality Management-An Introduction 1 Unit 2: Gurus of Quality Management 18 Unit 3: Concept of Quality Management 48 Unit 4: Leadership for TQM 67 Unit 5: Customer Satisfaction 81 Unit 6: Service Quality 93 Unit 7: Customer Retention 113 Unit 8: Employee Involvement 134 Unit 9: Process Improvement 149 Unit 10: Benchmarking 166 Unit 11: Environmental Management Systems 186

~~Total Quality Management LPU Distance Education (LPUDE)~~

List of colleges offering distance MBA in Quality Management. ==>Institute of professional studies. ==>North pole institute of distance learning. ==>The Global open university. ==>The institute of technical education. ==>CenterE for management education. ==>Elite academy mumbai.

~~List of colleges offering distance MBA in Quality Management?~~

IKGPTU was established by an Act of State Legislature on 16th January, 1997, to promote technical, management and pharmaceutical education in the state at degree level and above. It was established as Punjab Technical University and renamed as I.K.Gujral Punjab Technical University by State Government in the honor to Late Sh.Inder Kumar Gujral, Former Prime Minister of India, in 2015.

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HARDEEP SINGH has done the Major Research Project report entitled "TOTAL QUALITY MANAGEMENT" under my supervision for the fulfillment of the degree of Master of Business Administration of Punjab Technical University, Jalandhar. The work done by him is a sole effort and has not been submitted as or its part for any other degree.

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~~Quality management Wikipedia~~

Alumna Hotelschool The Hague, location Amsterdam. Bachelor of Business Administration (BBA) and Hospitality Management obtained. These four years have greatly contributed to my strong people- and communications skills. Efficiency, effectiveness and excellence are core traits of my personality and mindset.

~~Cherie Claire van der Vaart EAE Business School ...~~

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- Know why Quality Management is important
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- Be aware of what Alliance contractually requires of you in regards to Quality Management

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