

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 50 marks in each paper.

On successful completion of the course, student will be awarded, 'Post Graduate Diploma in Total Quality Management' certificate.

Eligibility

Graduate in any discipline from Government recognised institutes, minimum 2 years' work experience is mandatory.

Duration :

Flexible - one to two years.

Batches

January Batch: Admissions from December to February

July Batch: Admissions from June to August

Course Fees

Rs.14,160/- (Rs. 12000 + 2160/- (18% GST)) per candidate or

Rs.12,390/- (Rs. 10500/- + 1890/-)18% GST)) per candidate for group registration of 2 or more.

(Fees include, course material and one year NCQM Student Membership with benefits of membership)

Rs.354/- (including GST) per subject as Examination fees to be paid at the time of filling form for the examination.

Cheque / Demand Draft should be drawn in favour of, "National Centre for Quality Management" payable in Mumbai.



National Centre for Quality Management (NCQM)

National Centre for Quality Management (NCQM) was established in 1985 as a not for profit making enterprise 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 TQM, ISO 9001 on QMS, ISO 14001 on EMS & ISO 45001 on OHSMS TPM, SPC, Audits, HR, Six Sigma, 6S & 8W, RCA & RRCA.

NCQM has its headquarter in Mumbai and extension centres at Ajmer, Coimbatore, Noida and Pune.

The Diploma program was started in year 1987. There have been regular updations of the program in line with prevailing developments. The online modules have been introduced from Jan 2020. The course material are regularly reviewed during which contents are thoroughly revised with updated contents. Students can select either the online module or the existing offline module.



Post Graduate Diploma in Total Quality Management (PGDTQM)

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 and Lean Six Sigma
- Statistical Process Control techniques with applications
- ISO 9001 on QMS, ISO 14001 on EMS, ISO 45001 on OHSMS and few other sector specific Management Systems
- TQM in Manufacturing / Service industries
- 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) dt 29/6/1985)

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Preamble

Quality provides competitive edge. A number of Indian organizations are practicing Total Quality Management. Some of them have acquired certain National and International Quality / Business Excellence Awards.

Towards sustenance and growth in global markets, organizations will be required to develop customer centricity 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 / Business Excellence requires understanding of basic principles, developing sound policies, setting measurable objectives, intensive training efforts to align people and administration of change management.

Course Objectives

PGDTQM course is designed to improve professional competence 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 ISO Systems is well integrated in the course through Project work.

Some benefits of the course to Individuals

- Acquire additional qualification and thereby improve employability.
- Get opportunity for career advancement through self development.
- Develop integrated approach to Quality Management
- Get exposed to modern practices & prevent technological obsolescence.
- Contribute to company`s development and growth being in the forefront of Quality Movement.

Some 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 book and handouts).
- Contact sessions are conducted for providing guidance and resolving students` difficulties in Mumbai and at Centres where registrations are 10 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.

Contact Sessions

Contact sessions are conducted for providing guidance and resolving students` difficulties in Mumbai and other centres where registration are ten or more.

Assignments

Prior to appearing for each paper, students will have to submit a hand written report of minimum 5 to 6 pages 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 the assignment.

Course Coverage Revised Syllabus (effective January 2020)

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

Paper-II Statistical Process Control (SPC) Techniques with Applications 100 Marks

- * SPC basics
- * Data Collection, Analysis, Measures of location & dispersion and presentation of results
- * Seven basic QC tools:
Stratification, Check sheet, Pareto analysis, Cause and effect analysis, Histogram, Process Control charts & their interpretations and Scatter diagram.
- * Set theory and theory of probability
- * Binominal, Poisson, Hygrometric, Normal and Negative Exponential distributions and their applications
- * Advanced Control charts including gauge R & R
- * Process capability analysis – Short term capability indices (C_p & C_{pk}) and long term performance indices (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 Systems 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 45001:2018 Standard on OHSMS
- * ISO 19011:2018 Guidelines for auditing Management Systems
- * Integration of QMS, EMS and OHSMS as IMS
- * SA 8000:2014 & ISO 26000:2010
- * Overview on other Industry Specific Management System Standards.

Paper-IV Additional Tools and Techniques for Organizational Excellence 100 Marks

- * 7 S, Jishu Hozen (Autonomous Maintenance)
- * Total Productive Maintenance (TPM), JIT (Just in Time), Kanban, TPS (Toyota Production System), Pokayoke, Lean Manufacturing System – Overview on eight types of Muda (Waste), Kaizen and SGIA (Small Group Improvement Activity), Six Sigma basics
- * Overview on World Class improvement Initiatives
- * Overview on National and International Business Excellence Models

Paper-V TQM in Manufacturing Industries 100 Marks

- * Stake holders` expectations, Value creation and Support processes, 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, Benchmarking

OR

Paper-V TQM in Service Industries including Healthcare and Education sectors 100 Marks

- Understanding a Service System
- * Customer Segments and understanding their Stated and Implied needs Sector Specific Quality Systems, Value creation and support Processes, Benchmarking on Key Performance Indicators (KPIs)
- * 'SMART' Principle, Assessment of 'Status', Root Cause Analysis, Overview on Work Force Focus, Working Towards Reduction of costs

Total : 500 Marks