**CII – IL FUNCTIONAL EXCELLENCE COURSE COMPONENTS**

**FE-14: TQM FOR LOGISTICS**

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| **BLOCK** | **UNIT NOs** | **UNIT TITLE** |  |
| **I** |  | **INTRODUCTION TO QUALITY MANAGEMENT** |  |
|  | 1 | Overview of QM |
|  | 2 | Quality function deployment |
|  | 3 | Acceptance Sampling and SPC |
| **II** |  | **STANDARDS, MODELS AND TOOLS** |  |
|  | 4 | Total Quality Management |  |
|  | 5 | Quality standards and Business excellence models |
|  | 6 | Process improvement tools and Six Sigma |  |
| **III** |  | **SERVICE QUALITY MANAGEMENT** |  |
|  | 7 | Taguchi concepts of robust design |
|  | 8 | Service quality management |
|  | 9 | Cost of quality |