



DEPARTMENT OF  
MANAGEMENT STUDIES  
N.A.M COLLEGE, KALLIKKANDY

# CERTIFICATE COURSE IN QUALITY MANAGEMENT

**APPLY NOW**



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**NAM COLLEGE KALLIKKANDY**

**DEPARTMENT OF MANAGEMENT STUDIES**

**CCBBA03: CERTIFICATE COURSE IN QUALITY MANAGEMENT**

Learning outcomes: upon the completion of the course students should be able to answer the questions

1. What is quality assurance vs. quality difference?
2. What tools can I use to improve quality?
3. Who are the founders of quality concepts?

**MODULE1:** Introduction to quality-Quality Management-Quality Gurus

(10hrs)

**MODULE2:** Cost of quality-Total Quality Management-Quality Control Tools

(10hrs)

**MODULE 3:** Quality Control Approaches -Quality Control Standards-Quality in healthcare-Quality in education-Quality in pharmaceuticals-Quality in food

(10hrs)

**Essential readings:**

1. John s okhland, Total Quality Management and Operational Excellence
2. RK gopal, Total Quality Management
3. Joel E Rose, Total Quality Management