

## Supply Chain Management & Total Quality Management

### Aims of the course:

To familiarize the students with management of supply chain which is a process of strategically managing the procurement, movement and storage of materials, parts and finished inventory and related information flows through the organization and its marketing channels in such a way that current and future profitability are maximized through the cost effective fulfillment of orders aimed at continuous improving all aspects of the operational performance of a business or any other type of organization

### Learning Outcomes

- Understand the fundamental concept of supply chain management.
- Making educated decision on strategic outsourcing and vertical integration.
- Understand customer driven orientation and value adding.
- Appreciate the critical importance of supply chain collaboration and integration.
- Analyze and develop suppliers and customer relationships.
- Managing supply chain risks and costing issues.
- Select and apply appropriate tools and techniques to plan, control and manage the supply chain to achieve overall efficiency and effectiveness.
- Apply basic principles of lean supply for operational excellence.
- Comprehend cultural and technological impact on global supply chain development.

Text book: Supply chain management, Strategy, planning and operation by Sunil Chopra and Peter Meindle

Module 1	Introduction to supply chain management
Module 2	Understanding the supply chain (Types of supply chains)
Module 3	Supply chain drivers and metrics
Module 4	Network design in the supply chain
Module 5	Demand management
Module 6	Service oriented supply chains
Module 7	Managing inventories in supply chain
Module 8	Procurement and outsourcing strategies

Module 9	Transportation and logistics
Module10	Supplier relationship/partnership and development
Module11	Forecasting techniques
Module12	Sourcing decisions in a supply chain
Module13	Specifications and standardization
Module14	Pricing and cost analysis
Module15	Negotiation
Module16	Aggregate planning
Module17	Information technology in a supply chain
Module18	Sustainability in supply chain
Module19	Supply chain performance and evaluation ( SCOR model)
Module20	Key financial ratios for supply chain professionals
Module21	Coordination in a supply chain

## **2. Main Topics of Total Quality Management Course:**

TQM, Quality Gurus, Tools (Quality Circle, PDCA, ISHIKAWA)

Leadership in TQM and Vision and Mission Statements and Quality Policy

TQM Organization, benefits.

Seven Habits of Highly effective People

Customer Satisfaction, Customer Satisfaction Organization (KANO Analysis) and

Analysis of Customer Voice

Continuous Process Improvements

Quality Function Deployment (QFD)

Supplier Partnership

Bench Marking

Quality Management