



Name of the Program(s): - Diploma or Graduate or PG Diploma in Quality Management (QM), **Diploma or Graduate or PG Diploma in Total Quality Management (TQM)**, Diploma or Graduate or PG Diploma in Quality Management System (QMS), **Certified Quality Management Professional (CQMP)**, Certified Quality Auditor (QA), **Certified Lead Auditor (LA)**, Certified Internal Auditor (IA), **Certified Total Quality Management Professional (CTQMP)**.

Are you interested in earning your Diploma or Graduate Diploma or Bachelor or PG Diploma in Quality Management, Total Quality Management or Quality Management System? (QM, TQM, QMS, QMP, QA, IA, LA) TM certification, but you're unsure how to start the process? While this is a great step for your individual career, it doesn't have to be a complex one really if you study from GEPEA. This is the ultimate guide on aforesaid certification and it can be your easy roadmap for navigating this process. You may explore some common questions you might have about Diploma or Graduate Diploma or Bachelor or PG Diploma in Quality Management, Total Quality Management or Quality Management System certification, and learn what steps you need to take to become a Quality Management Professional credential holder.



PROFESSIONAL TRAININGS IN TOTAL QUALITY MANAGEMENT & QUALITY MANAGEMENT SYSTEM, QUALITY AUDITOR, LEAD AUDITOR

Training Hours: 60 to 80 hours.

Program Duration: 4 months (Fast Track) and 8 months in two semesters (Certifications).

Admission Requirements: A diploma or an associate degree (or global equivalent),
Secondary degree (high school diploma, associate degree, or the global equivalent).

Other Requirements: No special requirements or prerequisites are needed to take this course, but using Email, Internet, Computer Application, English for communications will help.

Training Delivery: The course duration will comprise 60 to 80 hours of self-study home based or lecture based delivery. The 60 to 80 hours will be delivered in 7 to 9 sessions online distance learning based on given course materials.



Syllabus Outline

Serial No.	Syllabus component	Assignment TMA (Tutor Mark Assignment) or Case Study	Board Questions (OBS = Open Book System) Exam.	MCQ (Multiple Choice Questions) 10 Questions (each @ 2 marks)
	<i>Diploma or Graduate Diploma will consist 9 Parts/Lessons will count 6 hours each (9 parts/Lessons x 6 hours = 54 hours total) + Project Exercises Minimum 16 hours = Grand Total 80 Hours only. Or</i>	45	35	20

	<p><i>Post Graduate Diploma Program will consist</i> 7 Parts/Lessons will count 6 hours each (7 parts/Lessons x 6 hours = 42 hours total) + Project Exercises Minimum 18 hours = Grand Total 60 Hours only.</p>			
	<p>Diploma or Graduate or PG Diploma in Quality Management (QM), Diploma or Graduate or PG Diploma in Total Quality Management (TQM), Diploma or Graduate or PG Diploma in Quality Management System (QMS), Certified Quality Management Professional (CQMP), Certified Quality Auditor (QA), Certified Lead Auditor (LA), Certified Internal Auditor (IA), Certified Total Quality Management Professional (CTQMP).</p>	<p><i>60 or 80 Credit Hours</i></p>		
	<p style="text-align: center;">SEMESTER-1:</p> <p>1. <u>Total Quality Management text with cases</u> Chapter 1: Understanding Quality Chapter 2: Models and frameworks for total quality management Chapter 3: Leadership and Commitment Chapter 4: Partnerships and resources Chapter 5: Design the Quality Chapter 6: Performance Measurement Frameworks Chapter 7: Benchmarking Chapter 8: Process Management Chapter 9: Implementing TQM</p> <p>2. <u>ISO (Good Standardization Practices):</u> Standardization Fundamentals The WTO and Standardization Principles for the development of Standards ISO's strength in the meeting the standardization principles</p> <p>3. <u>Service Quality Management:</u> (A service Quality Development Approach by Service Quality Models) Chapter 1: Introduction 1.1 : Why is Quality in Customer Service important? 11 1.2 : Importance of the Service Quality 12</p>	<p>45</p> <p><i>TQM Text with cases will count 12 Credits</i></p> <p>6 Credits</p> <p><i>Service Quality Management Will count</i></p>	<p>35</p>	<p>20</p>

1.3 : Quality concepts in Higher Education	14	<i>12 Credits</i>		
1.4 : Tourism Globally an industry in continuing evolution	15			
1.5 : Service quality in the tourism sector	15			
Chapter 2: Service Quality Management & Development				
2.1 : Quality Service Definition	17			
2.2 : Customer/Service Reliability	18			
2.3 : Customer Satisfaction	18			
2.4 : Characteristics of quality service providers	18			
2.5 : Sellers view / tendency in terms of Products or Service Price & Quality	21			
2.6 : What is Service Quality Management	22			
2.7 : Service Development Management	22			
2.8 : Quality Improvement, Quality Control and Quality assurance (QA)	23			
2.9 : Three (3) components of service quality	24			
2.10 :Quality Control (QC) Ways	25			
Chapter 3: Philosophy of Service Industries				
3.1 : The Code of Ethics/ Set of Principles/Values/ Philosophy of Service Industries	26			
3.2 : Consumer Rights	27			
3.3 : Consumer Protection	28			
Chapter 4: Quality Service Circle				
4.1 : Quality Service Circle (7 Steps)	29			
4.2 : Who are the potential sources for asking queries about measuring service quality for rating the service standard?.....	30			
4.3 : Service core areas where should focus by concerns to develop service quality standard	30			
Chapter 5: EQ SERV Model	37			
Chapter 6: TQSM (Total Quality Service Measurement) Model	41			
Chapter 7: SQGAPFILL MODEL (Service Quality GAP Fill Model)	53			
Chapter 8: Future Technology in Global Service Oriented Industries				
8.1 : Technology in the Service Industries	56			
8.2 : Future Growth & Prospects for Service Industries in Globalized Economy	58			

	<p style="text-align: center;">SEMESTER-2:</p> <p>4. <u>Process Audit & Product Audit:</u></p> <p>General PROCESS AUDIT PRODUCT AUDIT CORRECTIVE ACTIONS FOLLOW-UP (For example)</p> <p>5. <u>Process Auditing Techniques:</u></p> <p>What is a process? Organizing the audit Process audit preparation activities Starting the audit Investigating (Collecting evidence) Using PDCA for Control, and ACDP for improvement Auditing open ended requirements ISO 9001 Auditing Analyzing and Reporting</p> <p>6. <u>Leadership and management for quality:</u></p> <p>The nature of management What do you think managers do? Theories of leadership What qualities characterise the leaders you have encountered? Theories of change Organisational behaviour and motivation Types of organization Types of team Leading change in general practice Handy's types of organisational culture Bruce Tuckman's team development model Strategy development for QI</p> <p>Leadership Management: Principles, Models and Theories [<i>This Research article can be studied for better knowledge and understanding</i>]</p> <p>7. <u>Internal Audit Quality (Developing a Quality Assurance and Improvement Program):</u></p> <p>Part -1: Internal Audit and Quality Partt-2: Developing the quality Assurance and Improvement Program Part-3: Internal Audit Governance and structure Part-4: Internal Audit Staffing Part-5: Internal Audit Professional Practices International Standards for Professional Practices of Internal Auditing</p> <p style="text-align: center;">- Semester-3 is applicable for the Post Graduate Diploma holders –</p>	<p>6 Credits</p> <p>6 Credits</p> <p>6 Credits</p>		
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SEMESTER-3:

8. ISO 9001 2015 - A Complete Guide to Quality Management Systems:

Context of the organization, Leadership, Planning, Support, Operation, Performance Evolution, Improvement.

9. Transformational Leadership in Quality Management:

- What is Transformational Leadership?
- What is unique about transformational leadership?
- Idealized influence
- Inspirational motivation
- Intellectual stimulation
- Individualized consideration
- Transformational Leadership in Action
- Strengths of Transformational Leadership
- Weaknesses of Transformational Leadership
- Summary of Transformational Leadership
- TQM, Six Sigma, and Lean

10. Seven Basic Tools of Quality Control:

The seven basic quality control tools, which introduced by Dr. Ishikawa, are: 1) Check sheets; 2) Graphs (Trend Analysis); 3) Histograms; 4) Pareto charts; 5) Cause-and-effect diagrams; 6) Scatter diagrams; 7) Control charts.

OPTIONAL SUBJECTS: (*Below the options to select one or two subjects for Post Graduate Degree or Graduate Diploma Programs*)

1. Quality Management System -QMS - Theories to Pharmacy Practice
2. A Project Quality Management
3. Fundamentals of total quality management
4. Introduction to Survey Quality

FOLLOWING ADDITIONAL TASKS SHOULD HAVE TO DONE BY PARTICIPANTS OR STUDENTS:

- Total Quality Management, Quality Auditor, Lead Auditor Certification Test MCQ Questions answer practicing
- Total Quality Management, Quality Auditor, Lead Auditor Certification Test Board Questions/TMA (Tutor Mark Assignment)
- Total Quality Management, Quality Auditor, Lead Auditor Certification Case Studies

Exercises and projects

6 Credits

6 Credits

6 Credits

	Videos on Total Quality Management, Quality Auditing, Lead Auditor etc.: <ol style="list-style-type: none"> 1. What is Total Quality management (TQM)? 7 Principles of Total Quality Management https://www.youtube.com/watch?v=renIXcpK9sk 2. What is a Quality Management System (QMS)? https://www.youtube.com/watch?v=WgtBHMxxEal 3. ISO Internal Quality Audit (IQA) Explained https://www.youtube.com/watch?v=fckZK6l678E 4. Quality Management – Auditing https://www.youtube.com/watch?v=b25OISRqK-s 5. ISO 9001:2015 Training https://www.youtube.com/watch?v=IJggM-bdDML 6. ISO 9001 2015 Lead Auditor Key Audit Participants https://www.youtube.com/watch?v=hUr3DM9QsEg&list=PLnkdmdJHD9mgliZmrS6XUptOktXrhSX8q 7. SERVICE QUALITY MANAGEMENT https://www.youtube.com/watch?v=Df9ZEKL_ONs 			
	Project/Thesis/Case Studies			
	<p>Student have to take a Project/Thesis/Case studies as per their major subject in order to complete his/her Diploma/Graduate Diploma or PG Diploma.</p> <ul style="list-style-type: none"> In case Project/Thesis, respective students should submit 25 to 45 (A4 Size) pages long report. <i>Course Tutor or Concern Authority will assign/fix Project/Thesis Topic or Title with consultation with respective student.</i> In Case Studies, respective students should submit case studies answer script in written form to the GEPEA within stipulated time frame. <i>Concern Authority will assign case studies question paper in time.</i> 			
	<p>TOTAL HOURS REQUIRED TO BE COMPLETED FOR THE TOTAL QUALITY MANAGEMENT PROFESSIONAL, QUALITY AUDITOR, LEAD AUDITOR CERTIFICATIONS =</p> <p><i>Diploma or Graduate Diploma will consist</i></p> <p>9 Parts/Lessons will count 6 hours each (9 parts/Lessons x 6 hours = 54 hours total) + Project Exercises Minimum 16 hours = Grand Total 80 Hours only. Or</p> <p><i>Post Graduate Diploma Program will consist</i></p> <p>7 Parts/Lessons will count 6 hours each (7 parts/Lessons x 6 hours = 42 hours total) + Project Exercises Minimum 18 hours = Grand Total 60 Hours only.</p>			

WHY DO NEED TO STUDY QUALITY MANAGEMENT?

Quality Management ensures increased revenues and higher productivity for the organization. ... Implementing Quality management tools ensure high customer loyalty, thus better business, increased cash flow, satisfied employees, healthy workplace and so on. In other sense, Quality is critical to satisfying your customers and retaining their loyalty so they continue to buy from you in the future. Quality products make an important contribution to long-term revenue and profitability. They also enable you to charge and maintain higher prices.

SCOPE AND CAREER OF TOTAL QUALITY MANAGEMENT CERTIFIED OR DIPLOMA HOLDERS

Total quality management is a key ingredient to overall business success. The demand for TQM professionals is high. Approximately 50 percent of companies implementing total quality management require full-time quality assurance personnel.

TQM Jobs, Career and Scope: Quality Control manager, Quality Planner, Industrial Manufacturing Manager, Supervisor, Inspection In-charge, Project Manager, Quality manager, Quality Auditor, Internal Auditor, Quality Controller, Manufacturing process engineer, Master Planner, Analyst and Engineer, Continuous improvement director and so on.

COURSE MATERIAL

Besides using the traditional books GEPEA has also modernized the learning process by providing students with online portal consisting of –

- **Study Materials (Soft copies)** – PDF of books are provided to students making studies nomadic & convenient. GEPEA Department of Students Affairs will assign Study Materials via Email or other methods after registration and admission.
- The focal point of **GEPEA** study materials is enhancing Practical Education. **GEPEA** Kit provided to applicants is a world full of practical scenarios, explanation in terms of facts rather than theoretical phrases. Customized to be self-explanatory & easy to understand.
- **Faculty Guidance** – GEPEA panel of intellectuals guide students personally with regards to any query through email about any concept in the notes provided, being the author of the same.

EXAMINATION

GEPEA Professionals are given the privilege to answer exams from any examination center in the world along with the freedom to pick the exam schedule for the same, as time permits in the particular examination months of GEPEA. Students are allotted 2 modes of examinations – Home Based/Center Based.

- Question papers would be drafted by **GEPEA** panel of veteran professors which would be TMA (Tutor Mark Assignment), OBS (Open Book System) and MCQ study pattern. A single course will consist 100 marks based on these three pattern of exam types. In each program will consist a major (Thesis Research) course or theory in order to complete the respective Diploma Program.
- This unique & novel methodology teaches a student how to assess business situations and make decisions based upon those assessments, allowing students to display their potential.
- In case of home based/distance learning exams question paper would be emailed to the students, which they would have to answer & courier back to GEPEA office or GEPEA directed authority in the respectable exam slab.
- Candidate also has the option of appearing for Center Based Examination wherein they would have to visit one of the many GEPEA exam centers & complete

answering the exam in the duration of 3 hours which wouldn't be an open book examination.

CASE STUDY METHOD & STUDY MATERIAL:

Today communication systems have advanced so much that it is much easier, convenient and quicker to gain expertise via online distance learning. GEPEA offer potential students the opportunity to study through an autonomous online distance learning program. This means that people who can't get traditional further education can still achieve what they want and get their qualifications through Online Distance Learning. That gives the opportunity for a much wider range of people to get the qualifications that they want. Today, thanks to technological advances, higher education is more readily available to those who want it.

GEPEA is an institute of excellence offering widest range of autonomous programmes in the field of Business Management and different Professional Training education. In response to the rapidly changing economic environment and the process of globalization, the Academy has made sustained efforts to bring an international perspective to all its wide range of areas and activities.

BENEFITS AND FETURES:

- (i) **Flexible Programs & Curriculum:** You can earn and study at the same time! From GEPEA International Curriculum, Flexibility is the biggest advantage of distance learning courses. This stands true especially if you are a working professional. Not everyone has the luxury of taking their own time to finish their studies. For those who had to take a break from studies to start working, such courses are a boon and provide the opportunity to pursue higher education.
- (ii) **Saves Time & Energy:** You save up a lot of time and energy on commuting. You can stay at any place and pursue a course that is available at GEPEA. Or you might be based out of a remote village or town which does not have enough options for higher studies. Distance learning courses eliminate these obstacles.
- (iii) **MCQ, Case Based Learning:** MCQ, A Case-based approach engages students in discussion of specific situations, typically real-world examples of African, Asian and International companies. Allowing the students to put their theoretical knowledge to practice.
- (iv) **Study at your own Pace:** Not everyone has the same pace of learning. Some students pick up things fast, others need time to grasp a concept. One of the biggest advantages of distance learning is that you can study at a pace that is comfortable for you.
- (v) **Saves Money:** These courses are almost always cheaper as compared to their on-campus counter-parts. You also cut down on the costs incurred while commuting etc.
- (vi) **Personal Fulfillment:** An MBA is the key to unlocking both a professionally and personally rewarding future. Education is the foundation upon which you can build lifelong business and personal achievements. The GEPEA MBA program is designed to enrich your personal life, as well as to keep you informed about a constantly changing industry.
- (vii) **Convenient:** You can submit your assignment with the click of a button or simply drop it off at a post-office! It's sometimes as simple as that!
- (viii) **24X7 Access to Study Material & fellow Students:** This is the best way to study if you are comfortable with internet and technology. You can access your study material online whenever you want and also clear doubts, exchange views and discuss with your virtual class-mates!
- (ix) **Study any Topic You Want:** Since you'd already have all your

books/online study material with you, you can pick up any topic/chapter that interests you and tackle that first! This way your interest in the subject is sustained.

- (x) **Higher Level of Self-Confidence:** The knowledge gained through our Correspondence MBA program will enhance your effectiveness in your current position and help define your future career path. It will sharpen your skills in critical business areas, giving you the self-confidence you need to become a leader in your profession.
- (xi) **Specialization:** We provide more than 80 specializations which allow students to gain additional knowledge and background on specific business topics.

ACCREDITATIONS AND RECOGNITIONS:

ITQSM Accredited & International Partnered Professional Academies.

GEPEA has proudly claimed the Excellence in Online Distance Learning Award presented by its Governing Body Really Matters as a token of appreciation for providing top notch education to professionals globally. This solely proclaims that GEPEA is one of the best Professional Academy in the field of online distance learning.

PROFESSIONAL FACULTIES:

GEPEA Faculty members are highly professional, qualified & experienced. Professors provide substantial assistance through 24*7 web support. Each & every query regarding studies, assignments, cases, projects, research are resolved on time & responded with clear, relevant answers on par with syllabus. They update themselves from time to time about the changing market scenario & syllabus. Thus working professionals have chance to get resourceful information by interacting with professors through web-support from time to time. Timely communication & assistance is key to our successful association with our students & our professors believe in same.

GEPEA (Global Educational & Professional Excellence Academy)

*In case any query, please feel free to contact us via E-Mail:
gepea.official@gmail.com , office@gepea.eu or visit Website: www.gepea.eu or
www.gepea.education*