



Curriculum - 2017

BBA Hons (Human Resource Management) Degree Program

Faculty of Management and Finance

University of Ruhuna

HRM 41413: Human Resource and Total Quality Management

Level: 4000

Number of Credits : 03

Course Description

Total quality management deals with continuous quality improvement of an organization with the involvement of stakeholders where human resource plays a significant role in total quality management implementation. This course provides theoretical and practical insights to cope up with human resource issues and challenges aligned with total quality management.

Intended Learning Outcomes

At the end of the course, the student will be able to;

- Explain the concepts, theories, models and techniques of total quality management.
- Discuss the role of human resource in total quality management.
- Analyze human resource issues pertaining to total quality management.

Teaching/Learning Methods

Lectures, case studies, group discussions and workshops

Methods of Assessment

In-course Assessments	: 30%
End Semester Examination	: 70%

Course Contents

1. Introduction to total quality management
2. Total quality culture
3. Management commitment
4. Employee involvement
5. Customer satisfaction
6. Continuous process improvement
7. Supplier partnership
8. Performance measures
9. Total quality management tools and techniques
10. Managing human resource issues and challenges in total quality management

Recommended Readings

1. Besterfield, D.H., Besterfield, M., Besterfield, G.H., Besterfield, C., Urdhwareshe, H. and Urdhwareshe, R.. (2011). Total Quality Management, (3rd rev.ed.).India: Pearson Education.
2. Dale, B.G. and Cooper, C.L. (1997). Human Resource and Total Quality: an Executives' Handbook, (1st ed.).USA: Beacon Books.
3. James, R.E. (2017). Quality and Performance Excellence, (8th ed.).USA: South-Western Cengage Learning.