

Proposed Syllabus for M.Com (Banking & Insurance)

Course Name: Business Processing Re-Engineering and Quality Management Semester: IV

Course Code: 405 Marks Distribution: 80+20

Unit:- I: Business Processing Re-thinking- Business Process Re-engineering- Introduction, Steps in Re-engineering Process- Phases, in Re-engineering Programme.

Unit:-II: Process Redesign- Business Process Re-engineering and information Technology- Hurdles in Business Process Re-engineering Implementation- Success of Business Process Re-engineering.

Unit:- III: Concept of Quality Management- Meaning for Quality- Impact of Quality Management in Business and Commerce- Quality Assurance- Statistical Quality Control- Total Quality Management- Recent Trends in Quality Management – Role of bench marking, and business process engineering in TQM.

Unit:- IV Continuous improvement and Kaizen- Quality Function Development- Quality Circles and Quality improvement Teams- Administrative Functions of TQM-Quality Policy- Quality Manual- Mission Statement

Unit:- V: Models for achieving TQM- Zero Defects- Six Sigma Motorola System- Defect Prevention System- Quality Criteria Based on Deeming Prize- European Quality Award and Malcolm Balding Award- Quality System and Quality Certification- ISO 9000 Standards- ISO 14000 Standards.

Reference Books:

1. The Benchmarking Management Guid- American Productivity and Quality Centre, Productivity Press, USA 1993.
2. Beyond TQM- Flood, R L John Wiley & Siobns, England 1994.
3. The TAM Movement- Helga Drummond, UBSPBD, New Delhi, 1995.
4. Total Quality Management for Engineers- Mohammed Zairi.
5. Re-engineering the Organisation- American Management Association, New Youk, 1994.
6. Michael Hammer & James Champy, Re-engineering the Corporation.