

## Introductions

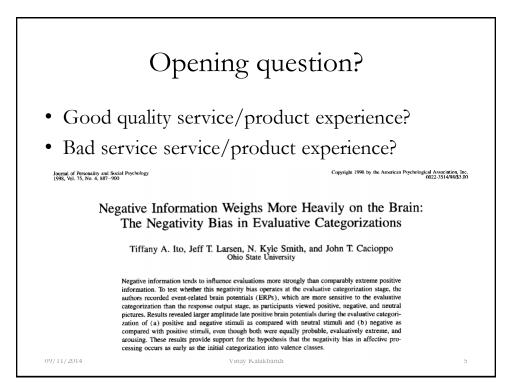
- Me
- You
  - Introduction
  - Previous exposure to quality management
  - Motivation to take this course

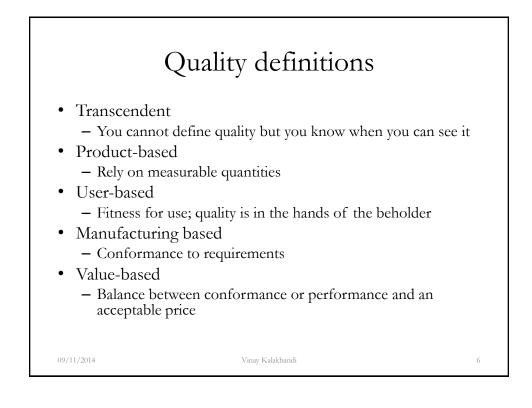
## Course management

• Course website where details of all readings, PPTs could be accessed anytime.

- <u>http://vkteaching.weebly.com/</u>

- Availability
  - On prior appointment only
- Textbook and Course pack
  - Shall be provided by the PGP office shortly





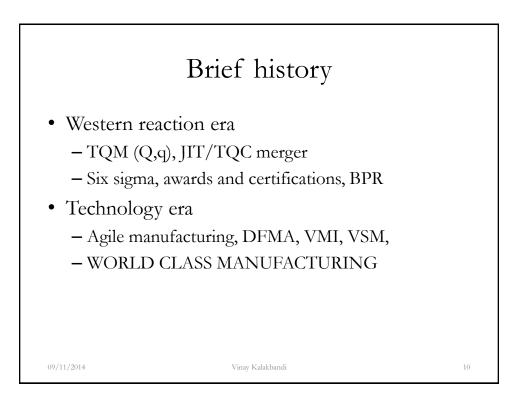




## Brief history

- Craft Production era
- Mass production era
  - Quality inspection, QC movement
  - Statistical quality control
  - Quality circles
- Lean production era
  - Japanese production systems, TQC
  - JIT, Pull systems, zero waste

09/11/2014



Vinay Kalakbandi

