

Name of the Subject : MANAGEMENT INFORMATION SYSTEM

Course Code:	Semester: Sixth
Duration: Seventeen weeks	Marks: 100
Teaching Scheme:	Examination Scheme:
Theory: 3hrs./week	Mid Semester Exam.:20 Marks
Tutorial: Nil hrs./week	Attendance & Teacher's Assessment: 10Marks
Practical: Nil hrs./week	End Semester Exam.:70 Marks
Credit:3	
Objective:	

Sl. No.	The Students will be able to:
1.	Acquire an idea of decision-making process
2.	Learn design, development and implementation of MIS for various functional areas
3.	Acquire knowledge about database management
4.	Comprehend relational database management system.

Detail Course Content

Group - A

Unit:1 Management Information System – A Framework	1.1 Importance of MIS 1.2 MIS-A Concept 1.3 MIS-A Definition 1.4 Nature and Scope of MIS 1.5 MIS Characteristics 1.6MIS Functions	Periods:5
Unit:2 Structure and Classification of MIS	2.1 Structure of MIS 2.2 MIS Classification 2.2.1 Transaction Processing System (TPS) 2.2.2 Decision Support System (DSS) 2.2.3 Executive Support System (ESS) 2.2.4 Office Automation System (OAS) 2.2.5 Business Expert System (BES) 2.3 Functional Information System 2.3.1 Financial Information System 2.3.2 Marketing Information System 2.3.3 Production/Manufacturing Information System 2.3.4 Human Resource Information System	Periods:12
Unit : 3 Decision-Making and MIS	3.1 Decision-Making 3.2 Simon's Model of Decision-Making 3.3 Type of Decisions 3.3.1 Purpose of Decision-Making 3.3.2 Level of Programmability 3.3.3 Knowledge of outcomes 3.4 Methods of choosing among alternations 3.4.1 Decision Theory or Decision Analysis 3.4.2 Utility 3.4.3 Decision Tree 3.5 Decision-Making and MIS	Periods:10

Group - B

Unit : 4 Management Planning	4.1 Need for Planning 4.2 Reasons for failure in Planning 4.3 Important Characteristics of Planning 4.4 Steps in Planning 4.5 Principles of Planning 4.6 Hierarchy of Planning 4.7 Relationship of Planning with other Management Functions 4.8 Advantages and Limitation of Planning 4.9 Suggestion for Effective Planning	Periods:10
Unit : 5	5.1 Introduction	Periods:1

Database Management	5.2 Database Hierarchy 5.3 Files-The Traditional Approach 5.3.1 Data Duplication 5.3.2 Data Inconsistency 5.3.3 Lack of data Integration 5.3.4 Data Dependence 5.3.5 Program Dependence 5.4 Database-The Modern Approach 5.4.1 Objective of a Database 5.4.2 Advantages of Database System 5.4.3 Disadvantages of Database 5.5 Database Management System (DBMS) 5.6 Types of Database Structure or Data Models 5.7 Structured Query Language (SQL)	5
Unit : 6 System Development Approach	6.1 System Development Stages 6.1.1 System Investigation 6.1.2 System Design 6.1.3 System Analysis	Periods:10
Contact Periods : 62 Periods : 68	Internal Assessment : 6	Total

EXAMINATIONSCHEME

Internal Examination: Marks-20
Final Examination: Marks-70

Marks on Attendance: 05
Teacher's Assessment: 05

Group	Unit	Objective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2,3	14	Any Twenty	1	20x1=20
B	4,5,6				

Group	Unit	Subjective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2,3	5	Any Five Taking At Least One From Each Group	10	5x10=50
B	4,5,6	5			

Note1: Teacher's assessment will be based on performance on given assignments & quizzes.

Note2: Assignments may be given on all the topics covered on the syllabus.

Name of the Subject : HUMAN RESOURCE MANAGEMENT

Course Code:	Semester: Sixth
Duration:: Seventeen weeks	Marks:100
Teaching Scheme:	Examination Scheme:
Theory: 3hrs./week	Mid Semester Exam.:20 Marks
Tutorial: Nil hrs./week	Attendance & Teacher's Assessment: 10Marks
Practical: Nil hrs./week	End Semester Exam.:70 Marks
Credit:3	
Objective:	

S.1 No	The Students will be able to:
1.	Have a better understanding of the Human Resource Department , its relations to the organization as well as on helping organization achieve objectives through people.
2.	To equip with the knowledge and up to date information on Human Resource policies, procedure and methods in order to take a proactive role in personal and industrial related matters.

Detail Course Content

Group – A		
Unit:1 INTRODUCTION AND Human Resource Forecasting	1.1 Concept, functions and importance of human resource management 1.2 Role and status of Personnel Manager 1.3 Organisation of Personnel Department and Personnel Policies 1.4 Human resource forecasting 1.5 Work load analysis 1.6 Job description and job specification 1.7 Job analysis and uses of job analysis information	Periods:08
Unit:2 PROCUREMENT OF HUMAN RESOURCE	2.1 Sources of recruitment 2.2 Selection process- Testing and interviewing 2.3 Testing and interviewing 2.4 placement and induction	Periods:06
Unit : 3 TRAINING AND DEVELOPMENT	3.1 Concept & Needs of Training 3.2 Types of Training 3.3 Designing a Training Programme	Periods:07
Group B		
Unit : 4 COMPENSATION & WELFARE BENEFITS	4.1 Job evaluation 4.2 Base Compensation 4.3 Supplementary compensation 4.4 Employee welfare and benefits	Periods:08
Unit : 5 APPRAISAL AND JOB CHANGES	4.1 Concept and objectives 4.2 Traditional and modern methods(MBO)(AND Behaviorally Anchored Rating Scale 4.3 Job changes: Transfers, Promotions and Separation	Periods:08
Unit : 6 MAINTENANCE, PERSONAL AUDIT AND RESEARCH	6.1 Health, Safety and welfare 6.2 Social Security	Periods 08

	6.3 Emerging Horizons in Human Resource Management	
CONTACT PERIODS 45	INTERNAL ASSESSMENT 6	TOTAL PERIODS 51

EXAMINATIONSCHEME

Internal Examination: Marks–20

Marks on Attendance: 05

Final Examination: Marks–70

Teacher’s Assessment: 05

Group	Unit	Objective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2,3	12	Any Twenty	1	20x1=20
B	4,5,6	10			

Group	Unit	Subjective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2,3	5	Any Five Taking At Least two from each group	10	5x10=50
B	4,5,6	4			

Note1: Teacher’s assessment will be based on performance on given assignments & quizzes.

Note2: Assignments may be given on all the topics covered on the syllabus.

Name of the Subject : Office and Business Correspondence		
Course Code:		Semester 6th
Duration: Seventeen weeks		Marks:100
Teaching Scheme:		Examination Scheme:
Theory: 3hrs./week		Mid Semester Exam.:20 Marks
Tutorial: Nil hrs./week		Attendance & Teacher's Assessment: 10Marks
Practical: Nil hrs./week		End Semester Exam.:70 Marks
Credit:3		
Objective:		
The Students will be able to:		
After completion of the course the students will be able to become conversant with different types of office and business correspondence and their importance in modern office.		
Detailed Course Content		
Group - A		
Unit:1 Introduction	1.1 ,Use and Purpose of and business correspondence 1.2 Importance of Office and business correspondence	Periods:8
Unit:2 Demi official Letters	2.1 Definition 2.2 Distinction with other letters 2.3 Features of such letters 2.4 Procedure of writing	Periods:5
Unit : 3 Office Order	3.1 Office Memorandum 3.2 Notification 3.3 Endorsement 3.4 Sanction 3.5 Recommendation And Regret 3.6 Appointment Letter 3.7 Letters Regarding Transfer 3.8 Joining Report	Periods:8
Group - B		
Unit : 4 Correspondence Regarding Employment	4.1 Advertisement 4.3 Reference to Employer 4.4 Employer's Recommendation	Periods:3
Unit 5 Secretarial Correspondence	5.1 Relating Meeting 5.2 Notice 5.2 Preparation of Agenda 5.3 Proceeding of Minutes 5.4 Style of writing note sheets	Periods :6
Unit 6	Correspondence Relating To Bank And Insurance	Periods: 6
Unit 7 Public Relations	7.1Public Relations-Meaning & concept, Definition 7.2 Aims of Public Relations 7.3 Employer Employee Relation 7.4 Press Release 7.5 Letter to the Editor 7.6 Clarification 7.7 Rejoinder	Periods: 9

EXAMINATIONSCHEME

Internal Examination: Marks–20
Final Examination: Marks–70

Marks on Attendance: 05
Teacher’s Assessment: 05

Group	Unit	Objective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2,3	12	Any Twenty	1	20x1=20
B		10			

Group	Unit	Subjective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A			Any Five Taking At Least two from each group	10	5x10=50
B					

Note1: Teacher’s assessment will be based on performance on given assignments & quizzes.

Note2: Assignments may be given on all the topics covered on the syllabus.

Name of the Subject : OFFICE ADMINISTRATION-II		
Course Code:	Semester: Sixth	
Duration: Seventeen weeks	Marks: 50	
Teaching Scheme:	Examination Scheme:	
Theory: 2hrs./week	Mid Semester Exam.: 10	
Tutorial: Nil hrs./week	Attendance & Teacher's Assessment: 5	
Practical: Nil hrs./week	End Semester Exam.: 35	
Credit:2		
Detail Course Content		
Group - A		
Unit:1 Office Efficiency and productivity	4.1 Time Management 4.2 Total Quality management 4.3 Quality Management 4.4 Office Budgeting and Cost Reduction	Periods:10
Unit:2 Office Personal Relations	5.1 Human Relation in Office 5.2 Management Employee Communication 5.3 Methods of Communication 5.4 Maintaining Office Discipline 5.5 Recruitment of Staff 5.6 Training of Staff 5.7 Promotion of Staff 5.8 Disciplinary Preceding against Employee, demotion and dismissals of Staff.	Periods:10
Group - B		
Unit : 3 Office Supervision	6.1 Office Supervisor – Position, Function, Duties & Responsibility 6.2 Important aspects of Functioning of the Supervisor 6.3 Elements of Securing Effective Supervisor 6.4 Supervisor in Action 6.5 Evaluating Supervisory Performance 6.6 Supervisory Progress and Performance Preview 6.7 Women as Supervisors 6.8 Human Relations in Supervisor	Periods:10
Contact Periods : 30	Internal Assessment : 4	Total Periods : 34

EXAMINATIONSCHEME

Internal Examination: Marks–10
Final Examination: Marks–35

Marks on Attendance: 02
Teacher's Assessment: 03

Group	Unit	Objective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2	10	Any eleven	1	11x1=11
B	3				

Group	Unit	Subjective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2	3	Any three Taking At Least One From Each Group	8	3x8=24
B	3	3			

Note1: Teacher's assessment will be based on performance on given assignments & quizzes.

Note2: Assignments may be given on all the topics covered on the syllabus.

Name of the Subject : RECORD MANAGEMENT PRINCIPLES -II

Course Code:	Semester: Sixth
Duration: Seventeen weeks	Marks: 50
Teaching Scheme:	Examination Scheme:
Theory: 2hrs./week	Mid Semester Exam.: 10
Tutorial: Nil hrs./week	Attendance & Teacher's Assessment: 05
Practical: Nil hrs./week	End Semester Exam.: 35
Credit:2	

Detail Course Content

Group - A		
Unit:1 Microfilm	1.1 Meaning, Advantages & Disadvantages	Periods:5
Unit:2 Report	2.1 Classification of Report 2.2 Form & Length of Report 2.3 Principle of Preparation of Report 2.4 Qualities or Element of a good Report 2.5 Steps in Report Preparation 2.6 Needs for a Managerial Reporting System	Periods:10
Group - B		
Unit : 3 Forms: Designing & Management	3.1 Important of Proper Forms Design 3.2 Principles of Form Design 3.3 Factors Affecting Designing of Forms 3.4 Object of Forms Control and Management 3.5 Designing EDP Forms 3.6 Factors in selection of Form sets 3.7 Identifying Copies of Manifold Forms 3.8 Simplification of Proper Work: Rational use of Forms	Periods:15
Contact Periods : 30	Internal Assessment : 4	Total Periods : 34

EXAMINATIONSCHEME

Internal Examination: Marks-10
Final Examination: Marks-35

Marks on Attendance: 02
Teacher's Assessment: 03

Group	Unit	Objective Questions	Total Marks
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		To be Set	To be Answered	Marks per Question	
A	1,2	10	Any eleven	1	11x1=11
B	3				

Group	Unit	Subjective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2	3	Any three Taking At Least One From Each Group	8	3x8=24
B	3	3			

Note1: Teacher's assessment will be based on performance on given assignments & quizzes.

Note2: Assignments may be given on all the topics covered on the syllabus.

Name of the Subject : MULTIMEDIA LAB		
Course Code:	Semester: Sixth	
Duration:: Seventeen weeks	Marks:100	
Teaching Scheme:	Examination Scheme:	
Theory: 0 hrs./week	Internal Practical Exam : 50 Marks	
Tutorial: Nil hrs./week	External Practical Exam : 50 Marks	
Practical: 6 hrs./week		
Credit : 3		
Objective: After successful completion of the course the student will work in the world of multimedia.		
Detail Course Content		
Unit-1: Introduction	Common terminologies, Use of multimedia, Interactive and non-interactive multimedia, Graphics and computer graphics, graphics data, Different types of file formats, Multimedia storage system, Different types of Scanners.	Periods: 2
Unit-2: General idea of Photoshop(Latest Version)	Introduction of Photoshop 7.0, interface and toolbox, palettes, file handling and file format, color modes and manipulating canvas size and image size, basics of layers, working with single layer and multiple layers, transforming objects on layers action, working with actions. Making selection with different selection tools, painting and drawing with available tools, creating text, manipulating focus and adjusting tone, making image with drop shadows, creating background images, seams, create texture, special effects like masking, gradient, creating buttons and bullets, working with different types of filter, lighting effects.	Periods: 25
Unit-3: Video and Animation	Adobe Image Ready, Adobe Premiere	Periods: 13
Unit-4: COREL DRAW (Latest version)	Use and Application of COREL DRAW	Periods: 20
Unit-5 Flash (Latest Version)	Flash editor, creating simple graphics, modifying simple graphics, complex graphics on single layer/multiple layers, reusing graphics objects, frame by frame animation, animation with motion tweening, animation with shape tweening, interactivity with simple frame actions, interactivity with objects, adding sound to your movies, delivering movies to your audience.	Periods: 20
Unit-6: Sound Editing Software	Use of latest Sound Editing Software	Periods: 10
Total Practical: 90	Internal Assessment : 6	Total Periods: 102

EXAMINATION SCHEME

- 1. Continuous Internal Assessment of 50 marks** is to be carried out by the teachers throughout the Part – II 1st Semester.
- 2. External Assessment of 50 marks** shall be held at the end of the Part – II 2nd Semester on the entire syllabus. One job per student from any one of the jobs done is to be performed. Job is to be set by lottery system.
Distribution of marks: On spot job & Practical Lab Book Prepared by the Students – 25, Viva-voce – 25.

Name of the Subject : Office Administration II Lab		
Course Code:	Semester: Sixth	
Duration: Seventeen weeks	Marks: 50	
Teaching Scheme:	Examination Scheme:	
Theory: Nil hrs./week	Internal Practical Exam : 25 Marks	
Tutorial: Nil hrs./week	External Practical Exam : 25 Marks	
Practical: 2hrs./week		
Credit:1		
Detail Course Content		
Unit:1 Preparation of the following formats:	1. Requisition 2. Tender Notice 3. Purchase Order 4. Office Memo 5. Application for jobs 6. Bin Card 7. Comparative Statement 8. Circular 9. Performance appraisal sheet 10. Preparation of questionnaire.	Periods:30
Contact Periods : 30 Periods : 34	Internal Assessment : 4	Total

EXAMINATION SCHEME

1. Continuous internal assessment of 25 marks is to be carried out by the teachers throughout the 6th semester.
2. External assessment of 25 marks shall be held at the end of the 6th semester on the entire syllabus. One job per student from any one of the jobs done is to be performed. Job is to be set by lottery system. Distribution of marks: on spot job 12.5, viva voce 12.5.

Name of the Subject : Record Management Principles II Lab		
Course Code:	Semester: Sixth	
Duration: Seventeen weeks	Marks: 50	
Teaching Scheme:	Examination Scheme:	
Theory: Nil hrs./week	Internal Practical Exam : 25 Marks	
Tutorial: Nil hrs./week	External Practical Exam : 25 Marks	
Practical: 2hrs./week		
Credit:1		
Detail Course Content		
Unit:1 Preparation of lab book on record management principles covering the following topics:	a) Filing: Modern Method b) Indexing: Method c) Microfilming d) Report: Classification, qualities of a good report, preparation of formats, for report used in office e) Forms: Factors affecting design of forms, design of some specific forms.	Periods:30
Contact Periods : 30	Internal Assessment : 4	Total Periods : 34

EXAMINATION SCHEME

1. **Internal assessment of 25 marks** is to be carried out by the teachers during the period of Sixth semester.
2. **External assessment of 25 marks** shall be held on the end of the Sixth semester. **Distribution of marks:** on spot job 12.5, viva voce 12.5.

EXAMINATION SCHEME

1. Continuous internal assessment of 25 marks is to be carried out by the teachers throughout the Part-III 6th semester.
2. External assessment of 25 marks shall be held at the end of the Part-III 6th semester on the entire syllabus. One job per student from any one of the jobs done is to be performed. Job is to be set by lottery system. Distribution of marks: on spot job 12.5, viva voce 12.5.

MOPM PROJECT WORK & SEMINAR ON MOPM PROJECT WORK

Courses offered in Part – III Second Semester

OBJECTIVE

Project Work is intended to provide opportunity for students to develop understanding of the interrelationship between different courses learnt in the entire diploma programme and to apply the knowledge gained in a way that enables them to develop & demonstrate higher order skills. The basic objective of a project class would be to ignite the potential of students' creative ability by enabling them to develop something which has social relevance, aging, it should provide a taste of real life problem that a diploma-holder may encounter as a professional. It will be appreciated if the polytechnics develop interaction with local industry and local developmental agencies viz. different *Panchayet* bodies, the municipalities etc. for choosing topics of projects and / or for case study. The course further includes preparation of a Project Report which, among other things, consists of technical description of the project. The Report should be submitted in two copies, one to be retained in the library of the institute. The Report needs to be prepared in computer using Word and CADD software wherever necessary.

Seminar on Project Work is intended to provide opportunity for students to present the Project Work in front of a technical gathering with the help of different oral, aural and visual communication aids which they learnt through different courses in the Parts – I & II of the diploma course. In the Seminar, students are not only expected to present their Project Work, but also to defend the same while answering questions arising out of their presentation.

GENERAL GUIDELINE

Project Work is conceived as a group work through which the spirit of team building is expected to be developed. Students will be required to carry out their Project Works in groups under supervision of a lecturer of their core discipline who will work as a Project Guide. It is expected that most of the lecturers of the core discipline will act as project guide and each should supervise the work of at least two groups. Number of students per group will vary with the number of lecturers acting as Project Guide and student strength of that particular class.

In the **Part – III Second Semester** for the first twelve and half weeks, the five sessional periods allocated to 'Project Work' along with the single sessional period allocated to 'Seminar on Project Work' will be together utilised for **Project work**; whereas in the last two and half weeks, all these six sessional periods allocated to 'Project Work' and 'Seminar on Project Work' will be utilised for performing **Seminar**. In 'Seminar' classes, all the teachers who are involved with imparting knowledge and skill to the students in their "Project" classes should participate along with all the students.

COURSE & EXAMINATION SCHEDULE

SUBJECT CODE	NAME OF THE COURSES	COURSE DURATION	CONTACT PERIODS	MARKS ALLOTTED
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MOPM / 6 / S3 / AEPW	MOMP Project Work	First 12½ Weeks	75 contact periods @ 6 sessional contact periods per week	<p>Continuous Internal Assessment of 50 marks is to be carried out by the teachers throughout the Part – III Second Semester. Distribution of marks: Project Work – 25, Project Report – 12.5, Viva-voce –12.5.</p> <p>External assessment of 50 marks shall be held at the end of the Part – III Second Semester on the entire syllabi of MOMP Project Work. The external examiner is to be from Industry / Engineering College / University / Government Organisation. Distribution of marks: Project Work –12.5, Project Report – 12.5, Viva-voce – 25.</p>
MOPM / 6 / S4 / SMNR	Seminar on MOMP Project Work	Last 2½ Weeks	15 contact periods @ 6 sessional contact periods per week	<p>Continuous Internal Assessment of 25 marks for a particular group is to be awarded by their concerned Project Guide. External Assessment of 25 marks is to be awarded by all the other Project Guides present in the Seminar.</p>

THE PROJECT

Each group has to undertake a Project Work in any one of the following areas:—

1. Organisational Structure & Environment
2. Office Procedures
3. System of filing and record management
4. Management Structure
5. External & Internal communication system
6. Quality System
7. Audit system
8. Documentation & record management
9. Office layout & design
10. Office Automation

The structure of the Project Report is outlined below:

1. Introduction
2. Methodology
3. Nature and Objectives of Study
4. Organisational Structure & its environment (Where the study is made)
5. Critical Analysis of the strength & weakness
6. Suggestion for improvement

GENERAL VIVA – VOCE

Subject Code	Course offered in	Full Marks
MOPM / 6 / S7 / GVV	Part – III Second Semester	100

COURSE CONTENT

The syllabi of all the theoretical and sessional subjects taught in the three years of diploma education.

EXAMINATION SCHEME

The Final Viva-Voce Examination shall take place at the end of the Part – III Second Semester. It is to be taken by one External and one Internal Examiner. The **External Examiner** is to be from industry / engineering college / university / government organisation and he / she should give credit out of **50 marks**; whereas, the **Internal Examiner** should normally be the Head of the Department and he / she should give credit of **50 marks**. In the absence of the Head of the Department the senior most lecturer will act as the Internal Examiner.

Name of the Subject : **INDUSTRIAL RELATION**

Course Code:	Semester: Fourth	
Duration: Seventeen weeks	Marks: 100	
Teaching Scheme:	Examination Scheme:	
Theory: 3hrs./week	Mid Semester Exam.:20 Marks	
Tutorial: Nil	Attendance & Teacher's Assessment: 10Marks	
Practical: Nil hrs./week	End Semester Exam.:70 Marks	
Credit:3		
Objective: On satisfactory completion of the course, the students should be in a position to: —		
1	State the salient features of Industrial Dispute Act-1947. Define various methods of resolving dispute. State the provisions for preventing strike and lockouts and fixing up the responsibility of conciliation	
2	State the salient features of Factories Act-1948, in respect of Labour Court, Industrial Tribunal, provision for health, safety and welfare of workers, working hours, EI and overtime etc.	
3	State the salient features of Employment, standing orders acts-1962 in respect of provisions for service conditions discipline and methods of handling indiscipline-disciplinary action, judicial approach, domestic enquiry, punishment and intervention by tribunal.	
4	State the salient features of payment of wages act in respect of wage and its components, various principles of fixing wage, method of payment of wages	
5	State the principles covering fixing minimum wages.	
6	State the salient features of payment of bonus act governing fixing of minimum bonus.	
7	State the salient Workmen's Compensation and authority enforcing the provision made for victims of various types of accidents, fixation of gratuity and the methods of calculation gratuity.	
8	State the salient features of Trade Union act-1926. Explain the purpose of trade union, methods of registering an union and state the provisions for protection of office bearers of registered unions and the methods of collective bargaining	
9	State the main provisions of Employees Provident Fund Act-1952, its applications, scope, contents and development	
10	State the important clauses of employees State Insurance Act-1948, regarding its applications, risks covered, benefits and penalty.	
11	State the significance of Industrial Democracy and Worker,s partipation and its advantages and disadvantages.	
Detail Course Content		
Group - A		
Unit:1 Industrial disputes Act 1947	Definition, various methods of resolving disputes, Provisions- preventing strikes and lock-outs, Responsibility of conciliation	Periods:5
Unit:2 Factories Act 1948-	Labour Court and Industrial tribunals. Provisions for health , safety and welfare of workers. Working hours , earned leave, overtime etc	Periods:6
Unit : 3 Payment of Wages Act	Wage & its components, various principles of fixing wages, method of Payment of Wages	Periods:3
Group - B		
Unit : 4 Employment standing orders Act 1962	Provisions for service conditions, discipline & methods of handling in-discipline – Disciplinary action Judicial approach, domestic enquiry, Punishment Intervention by a Tribunal.	Periods:3

Unit : 5 Minimum Wages Act.	Principles governing fixing minimum wages.	Periods:3
Unit :6 Payment of Bonus Act.-1965	Principles,Governing fixing of minimum bonus	Periods:3
Group:B		
Unit :7 Workmen's Compensation Act 1923	Provisions made for victims of various types of accidents. Fixation of compensation. Authority enforcing provisions of Act.	Periods:4
Unit :8 Payment of gratuity Act 1972	Principles governing fixation of gratuity and method of calculation.	Periods:4
Unit :9 Trade Union Act 1962	Purpose- Methods of Registering a Union. Protection of office bearers of a registered Trade Union. Methods of collective bargaining	Periods:3
Unit :10 The Employee's Provident Fund Act 1952	Application and scope – contents & developments	Periods:3
Unit :11 Employees' State Insurance Act 1948	Employees' State Insurance Act 1948. Application-Financing-risks covered-benefits-penalty	Periods:3
Unit :12 Disciplinary Actions & Worker Participations	Suspension, dismissal & retrenchment –procedures to be followed for suspension, dismissal retrenchment of an employee. Industrial democracy and workers participation: Advantages and disadvantages.	Periods:5
Contact Periods : 45	Internal Assessment : 6	Total Periods : 51

EXAMINATIONSCHEME

Internal Examination: Marks–20

Marks on Attendance: 05

Group	Unit	Objective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2,3,4,5,6	18	Any Twenty	1	20x1=20
B	7,8,9,10,11,12	12			

Final Examination: Marks–70

Teacher's Assessment: 05

Group	Unit	Subjective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	

A	1,2,3,4,5,6	6	Any Five Taking At Least One From Each Group	10	5x10=50
B	7,8,9,10,11,12	4			

Note1: Teacher's assessment will be based on performance on given assignments & quizzes.

Note2: Assignments may be given on all the topics covered on the syllabus.

Name of the Subject : Total Quality Management		
Course Code:		Semester: Sixth
Duration: Seventeen weeks		Marks: 100
Teaching Scheme:		Examination Scheme:
Theory: 3hrs./week		Mid Semester Exam.:20 Marks
Tutorial: Nil hrs./week		Attendance & Teacher's Assessment: 10Marks
Practical: Nil hrs./week		End Semester Exam.:70 Marks
Credit:3		
Objective:		
Sl. No.	On satisfactory completion of the course, the students should be in a position to:	
1.	Present a comprehensive view of concepts, principles and practice of Total Quality Management	
2.	Understand the processes in Total Quality Management	
3.	Understand seven Tools of Quality	
4.	Understand the Quality Management System : ISO 9000	
5.	Know about the contributions of Quality Gurus	
Detail Course Content		
Group – A		
Unit:1 Introduction	1.1 Background and evolution of TQM 1.2 Quality and its definition, concepts and features 1.3 Concept of customer satisfaction 1.4 Cost of quality 1.5 5S of housekeeping 1.6 Quality circle	Periods:10
Unit:2 Quality Gurus	2.1 F.W.Taylor's Time Motion Study 2.2 Quality control technique by Schewart 2.3 Juran's Trilogy 2.4 Deming wheel 2.5 Taguchi's method	Periods:10
Unit : 3 Quality control Tools	3.1 Stratification 3.2 Check Sheet 3.3 Scatter Diagram 3.4 Histogram 3.5 Ishiwaka Diagram/ Cause and Effect Diagram 3.6 Pareto Diagram 3.7 Control Charts	Periods:8
Group – B		
Unit : 4 Holistic Management System for World Class Performance and Leadership	4.1 Continuous improvement 4.2 Strategic Quality Planning 4.2 Total Organizational Involvement 4.3 Supply Chain Management	Periods:10
Unit : 5 Quality Management System	5.1 ISO 9000 series and related standards 5.2 Quality Management Principles 5.3 Quality Management System 5.4 Management Responsibility 5.5 Resource Management 5.6 Product Realization 5.7 Measurement, analysis and improvement 5.8 Steps of ISO 9000:2000 implementation	Periods: 8
Contact Periods : 45	Internal Assessment : 6	Total Periods : 51

EXAMINATIONSCHEME

Internal Examination: Marks–20

Marks on Attendance: 05

Group	Unit	Objective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2,3	16	Any Twenty	1	20x1=20
B	4,5				

Final Examination: Marks–70

Teacher's Assessment: 05

Group	Unit	Subjective Questions			Total Marks
		To be Set	To be Answered	Marks per Question	
A	1,2,3	6	Any Five Taking At Least One From Each Group	10	5x10=50
B	5,6	4			

Note1: Teacher's assessment will be based on performance on given assignments & quizzes.

Note2: Assignments may be given on all the topics covered on the syllabus.

Reference Books:

1.Total Quality Management by P.N.Mukherjee. Published by PHI Learning Private Limited

2.