

C P PATEL AND F H SHAH COMMERCE COLLEGE, ANAND (AUTONOMOUS)**(Managed by SARDAR PATEL EDUCATION TRUST, ANAND)****AFFILIATED TO SARDAR PATEL UNIVERSITY, V V NAGAR**

An ISO 9001 2015 Certified / An ISO 14001-2015 Certified / An ISO 21001-2018 Certified

GUJARAT INSTITUTIONAL RATING FRAMEWORK (4 STAR)

AAA Reaccredited CGPA 3.56 – GRADE **A⁺** KCG-Dept of Edu. Got of Gujarat-April 2017NAAC Reaccredited - CGPA 3.30 - GRADE **'A⁺'** UGC – MHRD, Govt of India – June 2022

Syllabus as per NEP 2020 with effect from the Academic Year 2025-2026

Bachelor of Business Administration (BBA General)**SEMESTER - V**

Course Code	UM5SEBBA03	Title of the Course	QUALITY CONTROL IN COMMERCE
Total Credits of the Course	02	Hours per Week	02

Course Objectives	1. Learn about benchmarking, which involves studying and learning from organizations that are among the best in the world at a particular task.
	2. Participants learn the core principles of TQM, including customer focus, continuous improvement, employee involvement, and data-driven decision-making.

Course Content		
Unit	Description	Weightage (%)
1.	Quality Management <ul style="list-style-type: none"> • Concept of Quality Management • Need of Quality Management • Scope in Foreign Trade • Small 'q' – Big 'Q' (Old Quality – New Quality) • Types of Quality • Levels of Quality 	50 %
2.	Total Quality Management <ul style="list-style-type: none"> • Concept of TQM • Scope of TQM • Benefits of TQM • Pyramid Model (Oakland Model) • Integrated Model (Sohal Tay) • Dimensional Quality Model 	50 %
Add-on	Learn Inspection and Quality Control in Manufacturing through "Swayam"	

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Teaching-Learning Methodology	<ul style="list-style-type: none">• Lecture Method• Online Lecture• Group Discussion• Case Study• Project Work• Practical activities• Guest Lectures
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Evaluation Pattern		
Sr. No.	Details of the Evaluation	Weightage
1.	Internal Written	30%
2.	Internal Continuous Assessment in the form of Quizzes, Seminars, Assignments, Attendance	20%
3.	External Examination	50%

Course Outcomes : Having Completed this course, the students will be able to	
1.	Evaluate the principles of Quality Management and explain how these principles can be applied
2.	Use appropriate tools and techniques to design the quality system

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Suggested References	
Sr. No.	References
1	Total Quality Management – By S.K.Bhatt
2	Handbook of Total Quality Management – By R. Lakhe
3	TQM – S. K. Mandal
4	Management By James A. Stoner
5	Handbook of TQM – By R. P. Mohandty & R R Lekhe

On-line resources to be used if available as reference material

- TQM:
[https://mace.ac.in/files/me/MET%20455%20-%20Quality%20Engineering%20and%20Management%20\(1\).pdf](https://mace.ac.in/files/me/MET%20455%20-%20Quality%20Engineering%20and%20Management%20(1).pdf)
