

SARDAR PATEL UNIVERSITY
Programme: BBA(Foreign Trade)
Semester: III
Syllabus with effect from: JUNE 2012

Paper Code: UM03CBBF04	Total Credit: 3
Title Of Paper: Quality Control & Procedure	

Unit	Description in detail	Weighting (%)
1	Quality Management 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	25 %
2	Quality Control & Inspection Export (Quality Control & Inspection) Act 1963 Commodities covered under the Quality Control and Pre-Shipment Inspection, Quality Standards for exports Export Inspection Agencies, System of Inspection, Pilot Test House, Voluntary Inspection, Fee for Inspection Export Worth Certificate, Procedure for handling complaint	25 %
3	Total Quality Management Concept of TQM Scope of TQM Benefits of TQM Pyramid Model (Oakland Model) Integrated Model (Sohal Tay) Dimensional Quality Model	25 %
4	Quality Procedures Concept of ISO Benefits of ISO Procedures for ISO 9000 Procedures for ISO 14000 Concept of BIS	25 %

Basic Text & Reference Books

- Total Quality Management – By S.K.Bhat
- Handbook of Total Quality Management – By R. Lakhe
- TQM – S. K. Mandal
- Management By James A. Stoner
- Handbook of TQM – By R. P. Mohandty & R R Lekhe

