



योजना तथा वास्तुकला विद्यालय, विजयवाड़ा

School of Planning and Architecture, Vijayawada

An Institute of National Importance, Ministry of Education Gov. of India

Department of Architecture

Course: MBEM402 - Quality and Human Resource Management	Class: 2 nd YrMBEM - IV Sem. AY 2023-24
Instructor: Dr. Uma Sankar Basina	Internal Assessment: 50
Contact Periods/Wk: 03 periods	External Assessment: 50
Timetable: Wednesday (1,2,3 periods)	Total Marks: 100
Attendance: Min 75%	Credits: 03
Min. Passing Marks: 50% each in Internal & External Assessment, 50% in Aggregate	

Objective:

The intent of the course is to give an insight into the concepts of Quality Management System and develop applications relevant to planning, design, construction and management of buildings projects. It also aims to develop competence to manage human resource and enhance its potential in the interest of individual of the organisation. The course should help in developing the necessary skills and sensitivity towards working in teams and organizations.

LECTURE PLAN

Sl.No.	Week	Topic of Class Lecture & Discussion	Class activities & Assignments
01	Week 1	Organizational Behaviour , Concepts of organisational and individual behaviour; Perception and attitudes; Communication process and information management;	Lecture
02	Week 2	Motivation concepts and processes; Group behaviour and teams; Leadership; Conflict management, Stress management.	Lecture
03	Week 3	Nature of organisations; Organisational development; Principles of organisation structure;	Lecture
04	Week 4	Human Resource Management , Human resource policies & practices; Selection, training and assessment;	Lecture
05	Week 5	Field Visit/Study Tour*	Lecture
06	Week 6	Field Visit/Study Tour*	Lecture
07	Week 7	Performance Appraisal; Training need assessment and dissemination of training; Post-training performance assessment.	Lecture
08	Week 8	Mid-term Assessment	Written
09	Week 9	Quality Management Concepts and stakeholder concerns for building and construction; Evolution of modern concept of Quality management process approach; Quality assurance & control; Quality management system and ISO 9000 : 2000 requirements;	Lecture
10	Week10	Quality system standards for construction elements; Inspections & tests; Quality management tools; Environmental Management System Standards and their application in construction; EMS - QMS relationships; Concept and philosophy of TQM; Quality circle, Quality cost; Practical aspects of quality control of building projects. Good practices and managerial responsibilities;	Lecture
11	Week11	Quality Management Standards , ISO 9000 Quality system standards (family discussion); applicability of ISO 9000 series standards world-wide, India and Indian Building sector; Elements of quality systems standards elements; Aspects of quality control & assurance of major building items like RCC, brickwork, woodwork, steelwork, flooring, finishing, internal water supply, sanitary electrical services, external services like roads, sewers etc.; quality of maintenance works, checklists; Contractual implications of quality systems;	Lecture
12	Week12	Internal Assessment - 1	Presentation
13	Week13	Quality Management Tools , Quality Tools; SWOT analysis, Ishikawa Diagram, Pareto Analysis, Statistical Quality Control, Brainstorming, Delphi Technique; Quality cost; Quality system and Total Quality Management philosophy as applied to building sector;	Lecture
14	Week14	Human resource management for TQM; Business Process Re-engineering; Benchmarking; Partnering; Quality Circles; Quality Function Deployment;	Lecture
15*	Week15*	Just in Time technique; Six-Sigma; Analysis and design tools for management, including, Quality Function Deployment, Brain storming, Parametric Modelling;	Lecture
Internal Assessment - 2			Presentation

*Extra Class

Tentative break-up of internal assessment marks.

S. No.	Category of Evaluation	Marks
01	Internal Assessment 1	15
02	Internal Assessment 2	15
03	Mid-term Assessment	20

Reference Books:

- Juran Frank, J.M. and Gryna, F.M., Quality Planning and Analysis Tata McGraw Hill 1982.
- Grant E.L. and Leavens Worth Statistical Quality Control McGraw Hill 1984, Hutchins G, ISO 9000, Visa Books, New Delhi, 1993.
- Ron Baden Hellard, Total Quality in Construction Projects, Thomas Telford, London.
- Stephen P. Robbins, Timothy A. Judge (2012), Organizational Behavior, 15th Edition, Prentice Hall
- Schermerhorn, Hunt and Osborn, Organisational Behavior, John Wiley, 9th Edition, 2008.
- Ivancevich, Konopaske & Maheson, Organisational Behaviour & Management, 7th edition, Tata McGraw Hill, 2008.