

Bachelor of Arts (VS) Modern Office Management

Semester VII

Discipline Specific Course - (DSE 7.4)-Quality Management in Office Operations

CREDIT DISTRIBUTION, ELIGIBILITY AND PRE-REQUISITES OF THE COURSE

Course title & Code	Credits	Credit distribution of the course			Eligibility criteria	Pre-requisite of the course (if any)
		Lecture	Tutorial	Practical/ Practice		
Quality Management in Office Operations DSE (7.4)	4	3	1	-	Class XII	Nil

Learning Objective:

- To equip students with knowledge, tools, and techniques for quality management in office operations.
- To develop an understanding of the principles and practices of quality management.
- To introduce industry frameworks such as ISO 9001 and Six Sigma.
- To familiarize students with digital tools that enhance efficiency and accuracy in administrative tasks.
- To promote continuous improvement in office processes and operations.
- To emphasize the role of quality in achieving customer satisfaction in administrative environments.

Learning Outcomes:

- Understand Quality Concepts in Office Environments
- Interpret and apply ISO 9001:2015 quality management principles in office processes.
- Implement 5S, Six Sigma, and SOP frameworks to ensure standardization and compliance.
- Apply root cause analysis (RCA) and quality circles to solve recurring office problems.
- Identify and use software (ERP, CRM, BI tools) for tracking quality performance.
- Understand the role of cybersecurity, data accuracy, and automation (AI, RPA) in enhancing service quality.
- Apply Kaizen and Lean principles to foster a continuous improvement mindset.

Course Content

(Theory 45 Hours + 15 hours tutorial)

Unit 1: Introduction to Quality Management in the Office

10 hours

Definition and scope of quality in office functions, Importance of quality in administrative processes and customer service, Key concepts: efficiency, effectiveness, accuracy, standardization, Evolution of quality management (Deming, Juran, TQM principles), Quality vs. productivity: finding the balance. ISO 9001:2015 – Quality Management Systems (QMS)

overview, 5S methodology and its application in office environments, Six Sigma basics and relevance in administrative processes, Office Standard Operating Procedures (SOPs) and compliance, Benchmarking and quality audit essentials

Unit 2: Tools & Techniques for Quality Improvement

10 hours

Flowcharts and process mapping for office workflows, Cause-and-effect diagrams (Ishikawa/Fishbone), Check sheets, Pareto analysis, control charts, Root cause analysis (RCA), Quality Circle concept in office teams

Unit 3: Digital Tools for Quality Monitoring in Office Operations

11 hours

Office automation and digital document management systems, Use of ERP and CRM systems in quality tracking, AI and RPA in enhancing office service quality, Data dashboards and reporting for quality control, Role of cybersecurity and data accuracy in quality assurance

Unit 4: Continuous Improvement and Quality Culture in Offices

13 hours

Concepts of Kaizen and Lean management in office work, Training and capacity building for quality excellence, Leadership's role in building a quality-focused culture, Customer feedback and service quality evaluation, Measuring office performance with KPIs (Key Performance Indicators)

Reference

- Summers, D. C. S. (2010). *Quality management: Creating and sustaining organizational effectiveness* (3rd ed.). Pearson.
- Comprehensive coverage of quality management concepts, tools, and continuous improvement.
- Parnell, L. L. (1992). *TQM in the office: A guide to office productivity*. Quality Resources.
- Cochran, C. (2015). *ISO 9001:2015 in plain English*. Paton Professional.
- Juran, J. M., & Godfrey, A. B. (1999). *Juran's quality handbook* (5th ed.). McGraw-Hill.
- Authoritative reference on quality control, planning, and improvement—foundational for all quality professionals.
- George, M. L. (2003). *Lean Six Sigma for service: How to use Lean Speed and Six Sigma Quality to improve services and transactions*. McGraw-Hill.