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Affiliation (Along with name of department, name of institute/university, email Id, mobile no.):
Times New Roman 11pt, italic. (Maximum two author's)

Abstract: Maximum 250 words (Arial 11pt italic, 1 cm indent, single line spacing)

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Headings

Heading 1 (main sections): 12 point bold, Times New Roman, Upper Case, left alignment.
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Heading 3 (sub sub sections): 12 point italics, Times New Roman, sentence case, left alignment. One line spacing before heading, no spacing after

Length: Maximum of 6 single-spaced single column A4 pages including tables and figures.

Margins: 2.5cm (1") on every side

Paragraphs: No indent first line. Double spacing between paragraphs

References

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In text:

Author(s) name, "title of paper/ book", journal/publisher name, year, vol. no., pg no.

Tables

Table 1, Table 2 etc. with suitable captions, Place caption above the table. Times New Roman, 12, Bold, Centre aligned. Place tables close to the first reference to them in the text preferably at the top or bottom of a page. Number the table consecutively. Indicate units in the line immediately below the heading.

Figures and photographs

Fig. 1, Fig. 2 etc. and with suitable captions. Number figures consecutively in the order in which reference is made to them in the text, making no distinction between diagrams and photographs. Place caption below the figures and photographs. Times New Roman, 12pt, Bold, Centre aligned.

Sample Paper

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ABSTRACT

Total quality management refers to the total involvement of staff in an organization together, which includes suppliers, distributors and even customer in bringing about quality satisfaction by promoting quality culture through quality circles, workers and supervisors have to be trained to solve the problems in process variation. This paper includes eight elements that are required for successful implementation of TQM and various stages of implementation in any organization. This paper include TQM model, which highlights how TQM benefits the company.

1. INTRODUCTION

Total Quality Management is a management approach that originated in the 1950's and has steadily become more popular since the early 1980's. Total Quality is a description of the culture, attitude and organization of a company that strives to provide customers with products and services that satisfy their needs. The culture requires quality in all aspects of the company's operations, with processes being done right the first time and defects and waste eradicated from operations.

1.1 Eight elements of TQM

To be successful implementing TQM, an organization must concentrate on the eight key elements:

1. Ethics
2. Integrity
3. Trust

2. STAGES OF IMPLEMENTATION OF TQM

The process of implementing TQM in an organization can be organized in the following four stages:

- (i) **Identification and Preparation**
- (ii) **Management Understanding**
- (iii) **Scheme for Improvement**
- (iv) **Critical analysis**

3. TQM MODEL

Customer satisfaction is focus of TQM. The model highlights how the implementation of TQM benefits the company in long term and short term and in turn achieves customer satisfaction.

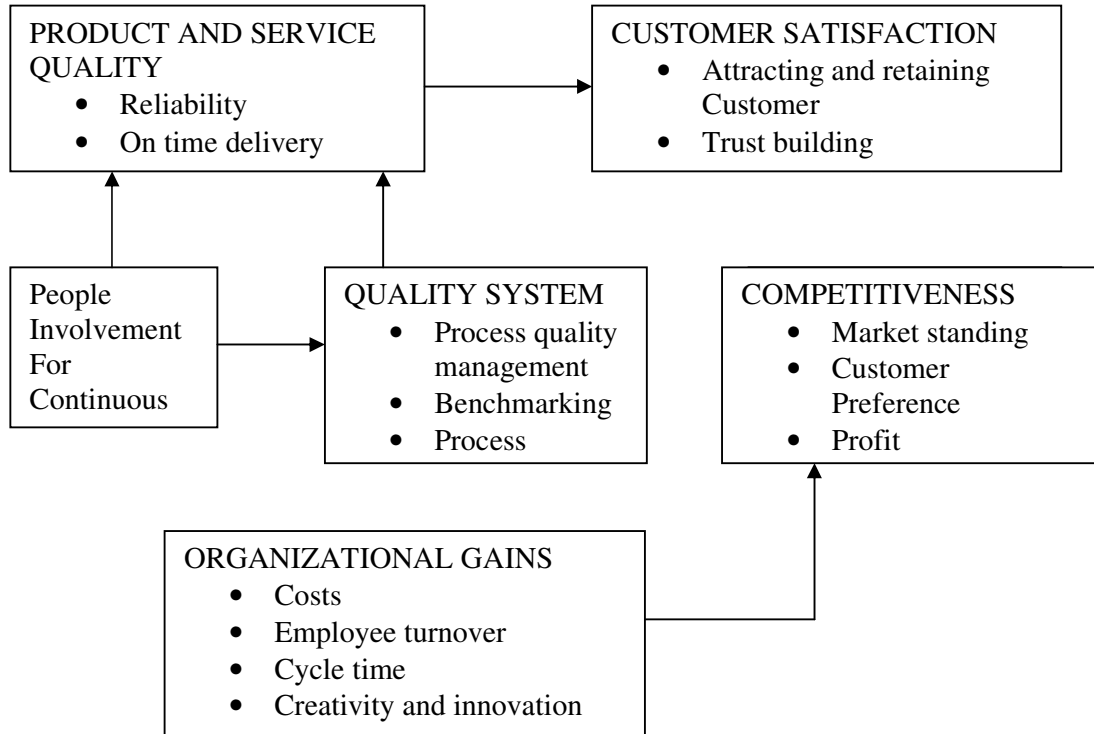


Figure 1. TQM Model

4. DATA COLLECTION

The data related to maintenance and other administrative data is prepared and submitted to the head office on their request. It is given in table 4.

Table 1. Data related to maintenance and other administrative work

Break down Hrs. Breakdown reasons	D1	D2	D3	D4	D5	D6	D7	D8	D9	D10	Total Hrs.	%
Propeller shaft	150	430	276	720	174	130	198	162	145	157	2542	34.88
Engine maintenance	480	48	--	274	95	--	410	74	272	134	2467	33.85
Transmission	576	88	48	--	--	--	--	--	112	48	872	11.96
Suspension	440	24	116	--	--	59	--	--	129	--	768	10.53

5. DATA ANALYSIS:

The simplest equation for computing the appropriate t value to test significance of a correlation coefficient employs the t distribution is given

$$t = r \sqrt{\frac{n-2}{1-r^2}}$$

6. CONCLUSION

TQM encourages participation amongst shop floor workers and managers. There is no single theoretical formalization of total quality, but Deming, Juran and Ishikawa provide the core assumptions, as a "...discipline and philosophy of management which institutionalizes planned and continuous... improvement ... and assumes that quality is the outcome of all activities that take place within an organization; that all functions and all employees have to participate in the improvement process; that organizations need both quality systems and a quality culture."

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