



One day training on

“Root Cause Analysis & Use of QC Tools”

February 11, 2012

Organized by
National Centre for Quality Management, Mumbai

Perspective

For business to be managed well, its operations need to be managed well. Organizations must appreciate the importance of measurement, monitoring and management of parameters of performance.

Objective of this training is to prepare the participants for proper understanding of data collection, analysis & countermeasures with the application of basic QC tools. Structured approach to problem solving lays importance on seeking root causes and eliminating them to prevent recurrence of problems, leading to proactive rather than corrective approach to problem solving.

Coverage

- Problem definition & approach to problem solving
- Importance of data & type of data
- Quality improvement story: a seven step approach
- Theme & problem statement
- An overview of seven basic QC tools: Check sheet, stratification, pareto diagram, C / E diagram, scatter diagram, histogram & control charts
- Idea generations through brain-storming techniques
- 5 why & 5 W + 1 H techniques for finding root causes
- PDCA cycle

Who Should Attend

- Production and Quality department managers / executives
- Functional heads
- Consultants, Management Representatives

Timing: Registration at 9.00 a. m.

Session: 9.30 a. m. to 5.00 p. m.

Fees: Rs. 2,000 + 10.3% service tax per participant.

Discount: 10% for NCQM Members and group registration of 3 or more participants

Venue: NCQM Learning Centre, G - 501, Kailas Industrial Complex,
Vikhroli - Hiranandani Link Road, Vikhroli (W), Mumbai - 400 079.



Registration

Please send nominations accompanied by course fee in favour of "National Centre for Quality Management" by demand draft / cheque payable at Mumbai to:

National Centre for Quality Management

G - 503, Kailas Industrial Complex,

Vikhroli - Hiranandani Link Road, Vikhroli (W), Mumbai – 400 079.

Tel: (022) 2517 0483 / 69; Fax: (022) 2517 0144

Email: ncqm@vsnl.com; ncqmmumbai@yahoo.co.in; Website: www.ncqm.com

Faculty

Mr. Pratap J. Rane

- Mechanical Engineer with Graduation in Industrial Engineering (Gold medalist)
- 37 years of experience in Industrial Engineering, TQM, ISO 9001 QMS, ISO 14001 EMS, Project Management, Vendor audits, productivity improvement, manpower right-sizing in reputed organizations
- Provided training (workmen, supervisors & managers) to various industries on Lean, Six Sigma, TQM, TPM, 5S, 7W, COPQ, Kaizen, Root Cause Analysis, FMEA, SPC, Value Engineering, Poka Yoke, Occupational Health & Safety and many more

Organizer

National Centre for Quality Management (NCQM) was established in 1985 by a group of eminent industrialists and professionals as a not-for-profit organisation with Founder President being Late Shri Ramkrishna Bajaj. NCQM has been blessed with services of eminent personalities like Late Shri D. L. Shah, Shri Viren Shah, Dr. K. K. Anand, Shri Atul Bhagawati, Dr. H. M. Mehta, Dr. R. H. G Rau and Shri M. V. Gandhi as Past Presidents.

NCQM is a premier institution engaged in promoting Quality culture in Indian economic sectors through services like training, education, publication, research and advisory assignments. NCQM is a society registered under Bombay Public Trust Act, 1950.

NCQM has its headquarters in Mumbai and extensions centres at Ajmer, Bengaluru, Hyderabad, Kolkata, Navi Mumbai, Nagpur, Noida and Pune

Our Offerings

Public / In-house programmes:

Six Sigma, Total Quality Management (TQM), Total Productive Maintenance (TPM), ISO 9000 (Quality Management System), ISO 14000 (Environment), OHSAS 18000 (Occupation health & safety), Integrated Management Systems (IMS), TS 16949, ISO 17000 (Laboratory accreditation), ISO 22000 (Food Safety), ISO 27000 (Information security), ISO 28000 (Supply chain), ISO 50000 (Energy), Hazard Analysis & Critical Control Point (HACCP), Statistical Process Control (SPC), Workplace management (5 S), Waste management (5 W / 7 W), Design of Experiments, Kaizen, SEI-CMM, CE Marking, Productivity improvement, Internal Quality Audit, Lean manufacturing, Root cause analysis for problem solving through use of QC tools and various modules in Marketing, Materials, Operations, Finance and Human Resources functions in Manufacturing and services sectors.

Customized Training: As per customer requirements

Advisory & Consultancy Services: On turnkey and assignment basis

Membership: Members can avail of free participation in periodic seminars / lectures, quarterly newsletter, 10% discount for services and use of library facilities

Publications: Quarterly newsletter "Quality Striving for Excellence", books, video, training / application software and research survey reports

Education: 1-year Post-graduate Diploma in Total Quality Management (PDTQM), Certificate Course in Dimensional Metrology

Healthcare: Workshops, advisory and consultancy services in healthcare including grading and classification of hospitals & nursing homes and laboratory accreditation