



# NATIONAL CENTRE FOR QUALITY MANAGEMENT

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 extension centres at Ajmer, Bengaluru, Hyderabad, Kolkata, Navi Mumbai, Nagpur, Noida and Pune.

## OUR VISION

To be a premier professional institution to spread culture of Quality in all aspects of human endeavour.

## OUR MISSION

NCQM shall operate as professional not-for-profit service organisation

- To promote Quality leading to total satisfaction
- To provide knowledge and expertise to business industry and society in pursuit of Quality.

## OUR VALUES

Our fundamental objective is creating Quality values through

**Key beliefs:** How we shall always act

- Constant respect for people
- Uncompromising integrity.

**Key goals:** What we must accomplish

- Excellence in performance through Quality.

**Key initiatives:** How we shall do it

- Six Sigma
- TPM
- Lean operations
- Leadership through Quality
- Continual performance improvement
- Empowerment through participative, co-operative and creative workplace.



## OUR OFFERINGS

### **Conferences / Seminars / Workshops:**

Six Sigma, Total Quality Management (TQM), Total Productive Maintenance (TPM), ISO 9000 (Quality Management System), ISO 14000 (Environment), OHSAS 18000 (Occupational health & safety), Integrated Management System (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 service sectors.

### **Customized Training:**

As per customer requirements / specifications.

### **Advisory Services:**

Advisory and consultancy services on turnkey and assignment basis.

### **Audit Services:**

Audits for adequacy and compliance.

### **Membership:**

Members can avail of services and benefits from NCQM such as:

- Free participation in periodic seminars / lectures
- Quarterly newsletter
- 10% discount for services
- Use of library facilities.

### **Publications:**

Quarterly newsletter – Quality Striving for Excellence, books, video, training / application software and research survey reports.

### **International Affiliations:**

American Society for Quality (ASQ), World Quality Council, Asia Pacific Quality Organization (APQO), Iranian Society for Quality Managers, New Zealand Organization for Quality.

### **Healthcare:**

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

### **Education:**

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



## OUR ACHIEVEMENTS

### Programmes:

- Conducted over 1000 public programmes.
- Conducted over 500 in-house programmes.
- More than 250 organizations have benefited from our programmes.

### Advisory & Consulting Services:

- Assignments for implementation of Six Sigma, QMS, EMS, OHSAS, IMS, FSMS, HACCP, 5S, Kaizen and various TQM projects.
- Assisted more than 150 organizations.

### Research Surveys & Project Studies:

- Conducted research projects on “Quality Practices in Industry”, “Indian Automobile Components”, “Quality Management Practices in Indian Software Industry”.

### Educational Services:

- Awarded “Post-graduate Diploma in Quality Management” to over 1000 candidates.
- Developed course materials, organized workshops, seminars and conducted improvement projects for schools and colleges.
- NCQM has instituted “Best Educational Quality Enhancement Team (BEQET)” President award for schools and colleges to promote the cause of Quality.

### Seminars & Lectures:

- Arranged lectures on Quality by well-known experts such as Dr. Roshan Chadda, Dr. Taguchi, Dr. Gopal Kanji, Dr. James Harrington.
- D. L. Shah Memorial lectures have been delivered by Mr. Suresh Lulla of QIMPRO in January 2010 and Mr. J. Sridharan of Aditya Birla Group in February 2011.
- Free seminars & lectures on topics of current interest are held from time to time.

### Conferences:

- 2006: Quality Conference on “Quality Drives Economic Value” in association with Bombay Management Association (BMA).
- 2007: International Conference on “Quality Management Practices” in association with Institute for Technology & Management (ITM).
- 2008: International Conference on “Contemporary Management Systems” in association with Narsee Monjee Institute of Management Studies (NMIMS).
- 2009: International Conference on “Service Quality Excellence” in association with Institute for Technology & Management (ITM).

### Networking:

- Conducted joint conferences, seminars and programmes with ASQ, ASM, APQO, QCI, QCFI, WICMA, AIPMA etc. and like minded organizations, associations, educational and professional institutions.



## OUR CLIENTS

Our clients are spread across government, semi-government, public / private limited organizations and sectors such as:

- Automotive
- Electronics
- Information Technology
- Service
- Associations
- Consulting
- Engineering
- Healthcare
- Retailers
- Manufacturing
- Construction
- Food
- Pharmaceutical
- Textile
- Communication & Utilities
- Chemical
- Financial
- Packaging
- Shipping
- Educational institutions

## OUR FACILITIES

- NCQM Learning Centres (2 nos.) are air-conditioned halls equipped with audio, visual and LCD facilities and can accommodate 25 to 50 persons. They are available for conferences, board meetings and symposiums.
- Library is well equipped with books, videos, training softwares, instruction materials and research survey reports.

## OUR ORGANIZATION

NCQM organization consists of Governing Board, various functional committees and office of Executive Director.

Eminent industrialists and reputed professionals are members of the Governing Board. The Board is responsible for laying down policies, giving directions, allocating resources and monitoring performance.

These committees guide the Executive Director for activities such as membership, programme, publication, education, funds & finance, international and extension centres.

For further details and enquiries, please contact:

Mr. S. P. Thapliyal, President

Mr. U. M. Gaitonde, Executive Director

NATIONAL CENTRE FOR QUALITY MANAGEMENT

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