

One day workshop on
**Continual Improvement Through
Quality Cost Tracking**

Friday, September 18th, 2009

Organized by
National Centre for Quality Management
Mumbai

Introduction

In today's competitive economy, Customer is a King. He is well informed and has many options to choose from. To survive in business, Supplier has to understand ever-changing market requirements and continually meet the Customer expectations. **Customer Delight** is a key to success.

Customer expects **Value for Money** in terms of better **Quality** of Products and Services, at economical **Price**.

Supplier in turn is expected to understand ever-changing customer expectations (Stated or Implied), improve up-on **Quality** of Product & Services, reduce **Cost** of Production and offer it at competitive **Price**.

The technique, "**QUALITY COST TRACKING**" explains the methodology used by many recognized companies practicing **ISO 9001:2008** & **Six Sigma**, for offering better value to the customer.

Objectives

- * To acquaint participants with concept of terminologies such as Quality, Value, Cost, Price, Market Equations, etc. and how "**QUALITY COST TRACKING**" concept can be used for adding Value and reducing Cost, throughout the Supply Chain.

Methodology

Interactive Sessions with Practical Examples, Knowledge Sharing and Discussions.

Beneficiary Participants

Functional Managers/ Supervisors in the areas of Design, Process Engineering, Production, Quality, Maintenance, Stores, Sales, Marketing, Accounts, Administration, etc.

Coverage

- * Meaning of Quality, Value, Price, Cost, Profit as defined by Customer
- * Changing Market Scenario and Equations
- * Value Adding and Non-Value Adding Activities
- * Quality Cost and its elements
- * Tracking and Monitoring Quality Costs
- * Steps for Implementation and Role of various functions

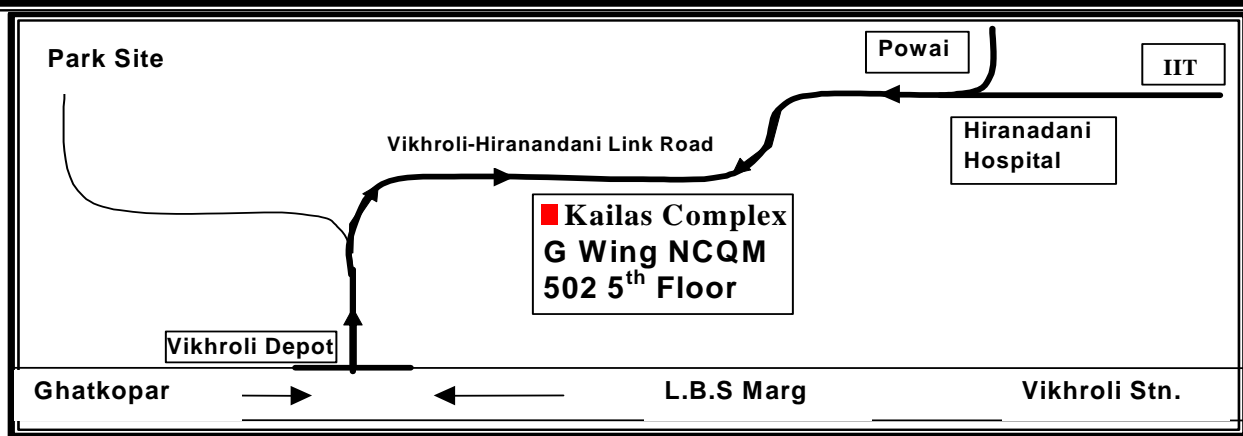
Timing : Registration : 09.00 hrs.
Sessions : 09.15 hrs to 17.00 hrs

Fees : Rs. 1,900/- per participant
Rs. 1,700/- per participant (for NCQM Members and group registration of 3 or more participants)
Plus Service Tax 10.3%

Registration on first come first basis

(Fee include course material, cost of certificate, lunch, tea/coffee)

Venue : NCQM Learning Centre, 5th Floor, G-502,
Kailas Complex, Vikhroli – Hiranandani Link Road,
Vikhroli (W) Mumbai 400 079.



Registration

Please send nominations accompanied by workshop fee in favour of **National Centre for Quality Management** by demand draft / Cheque payable at Mumbai,

To,

Programme Co-ordinator

National Centre for Quality Management

G-501-503, 5th Floor, Kailas Complex, Parksite

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

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FACULTY: Mr. PRATAP RANE

Mr. Pratap Rane, an Engineering Professional with Graduation in Industrial Engineering (Gold Medal) and having **35 years'** of hand-on Experience in Industrial Engineering, Total Quality Management, ISO 9001 QMS, ISO 14001 EMS, Project Management, Vendor Audits etc. in reputed companies such as L & T, Bharat Bijlee, Ralli Wolf, JK Files, NRB Bearings, CEAT, National Standard Duncan, Uni Abex, Prabha Engineering, Vidyut Metallics, and Pranav Construction Systems, in various capacities such as Manager Methods, G M Industrial Engineering, Head TQM & Corporate Training, V P – Operations, G M Projects, G M Systems & Quality, etc.

He is a trained Lead Auditor for ISO 9001:2000 QMS and obtained training on ISO 14001 EMS, OHSAS 18001, and Six Sigma Methodology.

He is associated with various Professional Institutes such as, Indian Institute of Industrial Engineering (Past Vice Chairman- Mumbai Chapter), NCQM, National Productivity Council, Bombay Productivity Council, Quality Circle Forum of India & Indian Institute of Welding

He is Consultant & Trainer on Manpower/ Productivity Improvements, Capacity Planning, ISO 9001:2008 implementation, etc

He is Project Guide & External Examiner for Engineering Collages (Mumbai University); and also Indian Institution for Industrial Engineering.

ORGANISERS

National Centre for Quality Management (NCQM)

- ❖ NCQM was established in 1985 by a group of enlightened industrialists and professionals to spread the culture of quality in the Indian economy.
- ❖ A Not-for-profit premier professional organization engaged in dispensing quality related services to various sectors of Industry through seminars, training, education, publication, research and advisory services.
- ❖ NCQM has already conducted more than 1000 programmes and seminars related to Quality management, Environment Management, Occupational Health & Safety Management and HR related areas.
- ❖ NCQM has its Headquarters in Mumbai and Extension Centres at Ajmer, New Delhi, Navi Mumbai, Pune and Rajkot.