

One day Workshop on Root Cause Analysis & Use of QC Tools

October 5th, 2009

Organised by
National Centre for Quality Management
Mumbai

Perspective

For business to be managed well, its' operations need to be managed well. For this to happen organizations must appreciate importance of data & its proper analysis. It is necessary that operational problems must be handled rationally, scientifically, effectively & efficiently. The Problem Solving Techniques emphasis structured approach for problem elimination / minimization thru use of Seven Basic Quality Tools.

Objective

The one day workshop aims at preparing the participants for proper understanding of data collection, its analysis & then affecting appropriate countermeasures with the help of basic Quality Tools. The structured approach to problem solving stresses importance on finding of root causes and their elimination to prevent recurrence. The learning thru such methodology will ultimately lead to have proactive rather than reactive approach towards problem solving.

Coverage

- ❖ Problem definition & approach to Problem Solving.
- ❖ Importance of data & its type.
- ❖ Quality Improvement Story : A seven step approach.
- ❖ Theme & Problem Statement.
- ❖ An overview of Seven Basic Quality tools : Check Sheet, Stratification, Pareto Diagram, C/E Diagram, Scatter Diagram, Histogram & Control Charts.
- ❖ Idea Generations thru Brainstorming techniques.
- ❖ 5Why^s & 5W + 1H techniques for finding root causes.
- ❖ PDCA Cycle.

Who Should Attend

- ❖ Production & Quality control executives from Industries.
- ❖ Functional heads from Industry, Service Sectors, Educational Institutes, Hospitality Industry.
- ❖ Management Representatives & QMS Consultants.

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

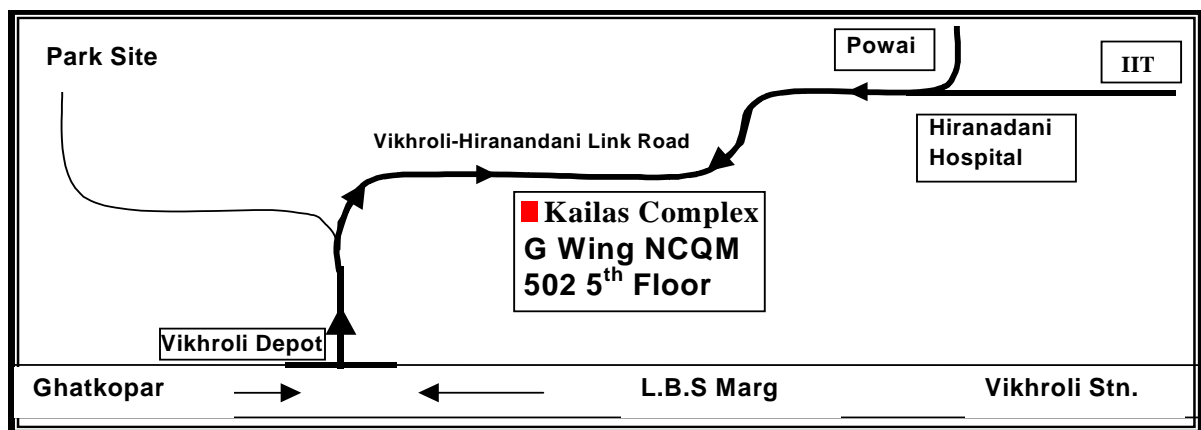
Fees : Rs. 1,900/- per participant
Rs. 1,700/- per participant (for NCQM Members and group registration of 3 or more participants)

Plus Service Tax 10.3%

Registration on first come first basis

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

Venue : NCQM Learning Centre, 5th Floor, G-501-503,
Kailas Complex, Vikhroli-Hiranandani Link Road,
Vikhroli (W) Mumbai 400 079.



Registration

Please send nomination accompanied by course 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.

Tel. : 2517 0483 / 2517 0469 Fax : 2517 0144

E-mail : ncqm@vsnl.com ncqmmumbai@yahoo.co.in Website : www.ncqm.com

Faculty

Madan. D. Mandlekar B.E. (Electrical)

- ❖ Having more than 35 years of experience in Manufacturing, Consulting, Training & Education field.
- ❖ Lead auditor for QMS : ISO 9001:2000
- ❖ Acknowledged & Certified Trainer for ISO 9000, Total Quality Management (TQM) & Soft Skill areas. (Conducted more than 200 Training Programmes in leading companies in India).
- ❖ Assisted many companies for getting ISO Certification & on auditor panel with leading certification bodies.
- ❖ Visiting faculty to leading management institutions in the areas of Operation, Production & Quality Management.
- ❖ Fellowship award : National Centre for Quality Management.

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.