

# Two Day Workshop on Continual Quality Improvement

April 27<sup>th</sup> (Tuesday), 28<sup>th</sup> (Wednesday) 2010

## Introduction

Continual Quality Improvement initiative in an organization is no longer an option but is vital for survival. Project teams comprising six to eight members are formed to take up problems to be solved. Problems are the gaps between the current performance levels of processes and the desired performance levels. The team members are required to understand the problem solving methodology and also the commonly used Quality Improvement Tools. This training Program aims at developing the required skills for project team members. The methodology is equally effective for continual improvement in individual, work-related processes.

## Course Content

This 2-day course is designed to take the participants from introduction to Continual Quality improvement through to practical uses of some of the commonly used Quality Improvement Tools.

## Coverage

- Introduction to the concept of a process and customers.
- Quality Planning, Quality Control, and Quality Improvement processes
- Problem Solving for Process Improvement
- The Breakthrough Sequence
- Cost of Poor Quality
- The Project Approach
- The Management Agreement and the Mission
- Phases of Continual Improvement process
- Step-by-step Continual Improvement
- Introduction to Quality Improvement Tools
- Thinking processes
- Improvement Team Roles
- Seven most commonly used Quality Improvement Tools viz. Flow Diagrams, Brainstorming, Cause Effect Diagrams, Stratification, Pareto Analysis, Scatter Diagrams and Histograms with an introduction to Control Charts

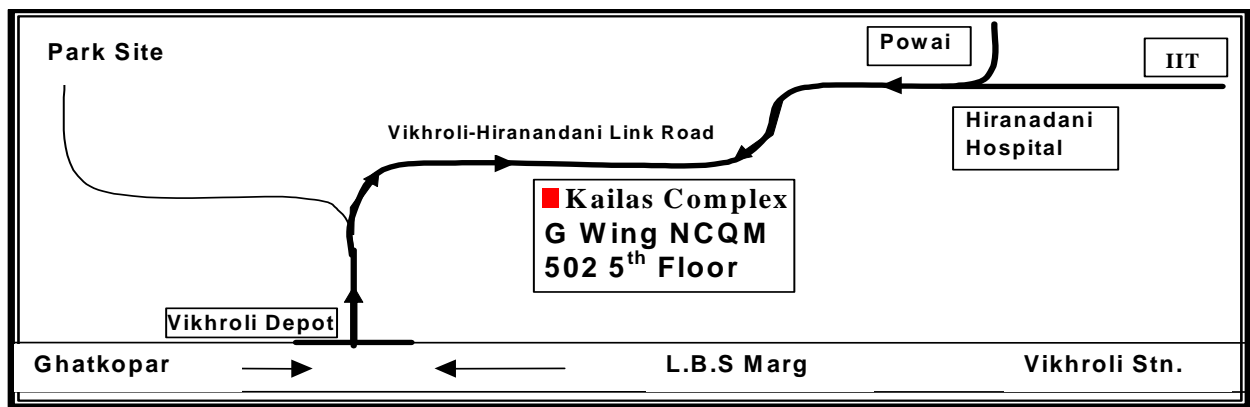
Above topics are spread over 2 days, uses explanations, illustrations, and several individual / group, manual and excel sheet based exercises.

**TIMING** : Registration: 09.00 hrs. (First Day)  
Sessions : 09.15 hrs to 17.00 hrs

**FEES** : Rs. 4,500/- per participant  
Rs. 4,050/- 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, 5<sup>th</sup> Floor, G-502,  
Kailas Industrial 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, 5<sup>th</sup> Floor, Kailas Industrial Complex, Parksite

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

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## Faculty Profile

### Mr. Suneel Rahator

Suneel Rahator is a facilitator, trainer and consultant for TQM. He has been providing consultancy and training in India and abroad for the 14years in various Manufacturing concerns, Bank, and Hotels. His area of expertise includes facilitation for process Management, Breakthrough Improvement projects and training workshops for Team Members. He has been providing Strategic Guidance to top management as well as working with middle and frontline management, including workforce, to achieve Benchmark Objectives, helping organizations achieve “best in class’ status.

An Electronics Engineer with 36 years experience, Mr. Suneel has a rich industry experience in various functions like R & D, Quality, Service, Training, and Plant Management.

Organization whose personnel have benefited by this Training and Consultancy include Citibank, Taj Hotels, Hotel Intercontinental, Standard Chartered Bank, Nokia ,L&T, Reliance Energy, ITC, Sterile Industries, Balco, Malco, Hindustan Zinc, Vikram Cement, Birla White, Ion Exchange, Countrywide Finance, TCB (Thailand), TAF (Thailand), AGRC (Armenia), and KCM (Zambia), among others,

Mr. Suneel has been an Examiner for the National Quality Award (IMC) and a visiting faculty for the Post-graduate management program at Somaiya Institute of Management Studies and also with Sophia College. He is associated with NCQM as a faculty an with NGOs CORP and Deep Griha as a Board Member.