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## Four-Day Intensive Workshop on Growth through Quality Management (TQM)

- Organized by Venture Center and V3C3E3 Advisory & Consulting Group -

Learn	About the philosophy and principles of Total Quality Management (TQM); its impact on organizations, meeting quality expectations as defined by the customer; primary elements of TQM; methods and tools of implementing TQM; common TQM practices; benefits of a TQM program.
Organized by	<ul style="list-style-type: none"> <li>• Venture Center – a Technology Business Incubator</li> <li>• V3C3E3 Advisory &amp; Consulting Group</li> </ul>
For whom	<ul style="list-style-type: none"> <li>• Industry professionals wishing to expand their skill sets ;</li> <li>• Entrepreneurs</li> <li>• Students</li> <li>• First-come-first-serve. Only 25 seats available.</li> </ul>
When	20 <sup>th</sup> , 21 <sup>st</sup> , 27 <sup>th</sup> , 28 <sup>th</sup> July 2013 0830-1900 hrs.
Where	Training Room, Venture Center, 100 NCL Innovation Park, Dr. Homi Bhabha (Pashan) Road, Pune-411008.
Contact	Ms. Lipika Biswas Venture Center, 100, NCL Innovation Park, Dr. Homi Bhabha Road, Pune – 411008; Phone: +91-20-25865877 Email: eventsdesk@venturecenter.co.in
Cost	Workshop fees: Rs 10,000 per participant Applicable discounts: <ul style="list-style-type: none"> <li>• Groups of 3 or more eligible for discount of Rs. 1,000/- per seat</li> <li>• Students with valid ID card : 50%</li> <li>• Micro-small enterprises: 30%</li> </ul>



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## Introduction

**Total Quality Management** means that the organization's culture is defined by and supports the constant attainment of customer satisfaction through an integrated system of tools, techniques, and training. This involves the continuous improvement of organizational processes, resulting in high quality products and services.

Today, TQM approach has assumed unprecedented importance to ensure that the organization can face up to fierce competitive market pressure and still maintain an edge over the competition and continue to improve the profits of the organization. This is not as simple as it may look. One needs to ensure that the entire organization is managed with this new philosophy and wholesome view is adopted for managing the operations.

### The objective for this course is specified as follows:

- To know more specifics about TQM origin / philosophy & historical perspective for TQM
- To know about the TQM framework and various important issues guiding TQM
- To know about various techniques / tools used in TQM
- To learn about steps involved in implementation of this new methodology
- To learn about challenges in introduction of TQM in an organization
- To know about “management of change”

One can easily appreciate that even a new organization will need to adopt such an approach for the organization. The basic goal for the TQM based organization is **“Do the right things**

## Course Outline

- Specifics about TQM origin / philosophy & historical perspective for TQM
- TQM framework and various important issues guiding TQM
- Various techniques / tools used in TQM
- Steps involved in implementation of this new methodology
- Challenges in introduction of TQM in an organization
- The course will have case studies and related examples

## Course includes

- Course notes (hard copy) including slides, case studies, application notes
- Access to restricted website with online compilation of resources
- Certificate of Participation issued by Venture Center and V3C3E3 Advisory & Consulting Group
- Course includes tea and lunch at Venture Center cafeteria

**\*Please note the participants will have to arrange for their own travel, local transport, accommodation and dinner**

Schedule	
<b>20<sup>th</sup> July 2013</b>	
Time	Session Title
8:30 AM - 11.00AM	Need for TQM Introduction to Quality Concepts
11.00 AM - 11.15AM	Tea Break
11.15 AM - 1.15 PM	Total Quality Management, Philosophy and Principles
1:15 PM - 2:00 PM	Lunch
2:15 PM - 3:45 PM	Quality Gurus: Their Philosophies, principles and methods
3.45 PM - 4:00 PM	Tea Break
4:00 PM - 6:00 PM	Focusing on Customers- need for this approach
<b>21<sup>th</sup> July 2013</b>	
8:30 AM - 11.00AM	Techniques in Total Quality Management
11.00 AM - 11.15AM	Tea Break
11.15 AM - 1.15 PM	Techniques in Total Quality Management
1:15 PM - 2:00 PM	Lunch Time
2:15 PM - 3:45 PM	Managing Human Resources In a Total Quality Environment
3.45 PM - 4:00 PM	Tea Break
4:00 PM - 6:00 PM	Building and Sustaining Total Quality
<b>27<sup>th</sup> July 2013</b>	
8:30 AM - 11.00AM	Standards & Benchmarks for TQM
11.00 AM - 11.15AM	Tea Break
11.15 AM - 01.15 PM	Fundamentals of Toyota Production Systems
1:15 PM - 2:00 PM	Lunch Time
2:15 PM - 3:45 PM	Fundamentals of Toyota Production Systems
3.45 PM - 4:00 PM	Tea Break
4:00 PM - 6:00 PM	Presentation of case study on TQM
<b>28<sup>th</sup> July 2013</b>	
8:30 AM - 11.00AM	Challenges of Implementing TQM
11.00 AM - 11.15AM	Tea Break
11.15 AM - 01.15 PM	What is the way forward for TQM in new units
1:15 PM - 2:00 PM	Lunch Time
2:15 PM - 3:45 PM	TQM in R&D units – need and suggested approach
3.45 PM - 4:00 PM	Tea Break
4:00 PM - 6:00 PM	Q & A / Feedback sessions & Vote of thanks

**Lead Faculty****Mr. Girish Kelkar**

Girish Kelkar is a Senior Management professional with 40 years of experience in management of high technology companies including several software technology companies. He has been working as a member of the Board of the Directors with several IT companies over the last 15 years.

Initially he worked as a senior professional for Business and Engineering Applications in India and traveled across the world to set up various international operations. He has directed software development projects in India, Nigeria, UK and USA. He has multi-faceted experience and has worked with many MNCs and Indian Organizations (Alfa Laval AB Sweden, Satt-Control AB Sweden, Onward Technology Group India, Magic Software Enterprises Inc Israel (India and Nigeria), ALS Group Detroit USA, Core Objects Inc. USA, Jopasana Software and Systems Ltd. India, cMAT Software Group India). Girish has received many awards during his career for his outstanding contributions to the professional activities in many prestigious projects.

Girish holds a bachelor's degree in Mechanical Engineering from the COEP / University of Pune and the post graduate degree from the National Institute of Training in Industrial Engineering (NITIE). He is a member of numerous professional organizations including Computer Society of India (CSI), and Mensa International. He has served as a visiting faculty member at a number of institutions in India and Nigeria.

Girish was the President of PMI Pune Deccan India Chapter (International Award winning chapter for 2007). Girish is associated with Project Management Institute of USA, one of the largest professional organizations over the last 10 years and has received Component leadership award for his achievements during 2009. He is very actively involved in PMI activities for the last decade.

The main areas of expertise include:

- Strategic Planning / Business Development (Setting up new ventures and helping the organization for Developing new Businesses)
- Business Turn around for SME units
- Organization Development / Executive Coaching and Leadership Development
- Project Management
- Technology Operations and Product Development (Concept to Delivery)
- Operations Management and Productivity Improvements
- Consultancy for ERP projects / ERP Add on modules
- Coaching & Training

**He is currently actively pursuing his Fellowship Program at NITIE Mumbai in Project management.**



### **Mr. Subhash Bhashikar**

Subhash is a Senior Management professional with over 40 years of experience in management of high technology companies including several Manufacturing & Technology companies. He has been working as a member of the Senior Management Group with several Indian & Multi-National Organizations and has very rich Industrial experience.

Subhash is a Mechanical Engineer from Nagpur with specialization in Industrial / Production Engineering by basic training & experience. He has completed his management education from various institutes over the last few decades (especially with Mico Bosch & Tata Motors Training programs). Additionally he has completed his training as Lead Auditor for QA /QC TQM systems. His main area of expertise is Industrial Engineering & TQM for Manufacturing & Production Management for a variety of Industry verticals. Over the years he has developed keen interest and expertise in Manufacturing applications and Supply Chain Management.

Subhash specializes in TQM (Total Quality Management) as his personal area of expertise and has carried out various prestigious assignments in this consulting field. His passion for TOC has been highly appreciated by the industrial units and has paid rich dividends in terms of increased Productivity & Profits for such organizations. Subhash has worked with many prestigious industrial organizations such as Bhillai Steel Plant, Mico Bosch India Ltd., Tata Motors Ltd., LCV Cab production and has been advisor to many SME units in India. He is currently running a Consulting Organization for TQM management activities.

His areas of expertise include the following:

- Industrial Engineering & Operations Management
- Project Management / Program Management
- Technology Operations and Product Development (Concept to Delivery)
- Productivity Improvements / TQM / Value Engg.
- Consultancy for ERP projects / ERP Add on modules
- Executive Coaching & Training
- Business Turn-around, New Projects / Products / Markets, Foreign Collaborations, New Age



### **Mrs. Meena Sane, PMP®**

Mrs. Meena Sane is a 30+ year veteran of the IT industry. She holds a post graduation qualification in Electronics. Her varied experience includes stints with the government and private sector in Software development, testing, consulting and process Improvement. She had worked with State government, semi-government and private organizations before starting her own organization earlier.

She founded a company Quest Solutions providing services in areas of IT Process and Quality Management. She led the company successfully for eight years until its acquisition. Her entrepreneurial experience has enabled her to identify key drivers and provide consulting to enable customer-supplier relationship



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management - vendor assessment (including periodic audits of customer-supplier relationship), contract reviews, and RFP and contract validation service.

Meena is PMP (certified Project Management professional), and an acclaimed trainer in area of Project Management, Quality and Process improvement. She has been trained on applied six sigma black belt certification from International Society for Six Sigma Certification, USA. She is also a Life member of Computer Society of India and was a management committee member of CSI Pune chapter for year 2000-2001.

She is a winner of the CSI Service award for Women in year 1999-2000, Performing Women Entrepreneur by Institute of Engineers, Pune Chapter in year 2000, Anand Bhadkamkar award for Women Entrepreneur in September 2001.

Her Areas of Expertise:

- Process consulting in CMM, TQM, ISO, Six Sigma, AutoSpice
- Program and Project Management
- Independent Software testing and validation
- Vendor Assessment and contract validations
- Assessment and improvements related to Invest In People ( IIP )
- Consulting to SME in IT & ITES segment



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### About the Organizers



#### About Venture Center

Entrepreneurship Development Center (Venture Center) – a CSIR initiative – is a Section 25 company hosted by the National Chemical Laboratory, Pune. Venture Center strives to nucleate and nurture technology and knowledge-based enterprises by leveraging the scientific and engineering competencies of the institutions in the Pune region in India. The Venture Center is a technology business incubator supported by the Department of Science & Technology’s National Science & Technology Entrepreneurship Development Board (DST-NSTEDB). Venture Center’s focuses on technology enterprises offering products and services exploiting scientific expertise in the areas of materials, chemicals and biological sciences & engineering. For more information, visit: [www.venturecenter.co.in](http://www.venturecenter.co.in)



#### About V3C3E3 Advisory & Consulting Group

V3C3E3-ACG (V3C3E3 Advisory & Consultancy Group) was established by professionals with a vision to provide world class management advisory services. These will include business solutions, product development, operational excellence and leadership and competence building for a range of industries. The group has been formed by experienced professional with each of them having over 30-40 years of experience managing a diverse range of activities in a variety of industries. These professionals have carried out various prestigious assignments in their career, in India as well as in many countries world over.

V3C3E3 stands for the following traits that the members of the group bring to the table for the benefit of our esteemed customers. Our conviction to run the activities of the consulting group are based on the following set of principles and values that form the base

**V3= Vision, Value, Versatility**

**C3 = Competence, Commitment, Credibility**

**E3 = Expertise, Experience, Excellence**

For more information, visit: [www.v3c3e3.com](http://www.v3c3e3.com)