



FOUR DAYS WORKSHOP

TRAINERS TRAINING ON
QUALITY CONCEPTS

9th to 12th November 2016

9:30 am to 5:30 pm

Venue

Ahmedabad Management Association,
Ahmedabad

Address: ATIRA Campus,
Dr. Vikram Sarabhai Marg,
Ahmedabad, Gujarat - 380015
Ph.: 079 - 26308601

Organized by

QUALITY CIRCLE FORUM OF INDIA

AHMEDABAD SUB CHAPTER

(Affiliated to QCFI Vadodara Chapter)

JOINTLY WITH

QCFI HEAD QUARTER, Secunderabad

Email: qcfihq@qcfi.in

1. An Introduction

Quality Circle Forum of India is the National Level organization for promotion, propagation and advancement of theory and practice of Various Quality Concepts. e.g. Quality Circles, Five-S, Kaizen, Total Productive Maintenance (TPM), Lean Quality Circle (LQC), Integrated Quality Management Systems such as ISO 9000, ISO 14000, ISO 18000 etc. Quality Improvement Teams and Other Quality Concepts integrated with Total Quality Managements. (TQM)

QCFI was established in 1982 as a non-profit, non-political, non-partisan and non sectarian Forum to Serve as a common Forum and Platform for all those interested and engaged in implementation and operation of Quality Circle and other Quality Concepts as a part of TQM and provide opportunities to discuss related matters with a view to sharing knowledge and experience in way of Workshops, Seminars, Conclaves, Conventions and Publications etc. At present QCFI has 25 Chapters and 5 Sub Chapters spread all over India. Formation of Ahmedabad Sub-Chapter is a step in this direction

2. Programme Objective

One of the important requirements to be fulfilled for effective implementation of ISO 9000 QMS is “RESOURCE MANAGEMENT” for enhancement of customer satisfaction. Human Resources, Personnel Performing work affecting product quality has to be competent on the basis of appropriate education, training, skill and experience.

Quality Circle is one such quality concept and practice which provide an opportunity to middle Management & Senior Management Personnel to train their first line and grass root work force and utilize their hidden, unused potential to identify and Solve their work related problems and thereby facilitate their self development and mutual development by working as a team. The programme aims at providing the training to the trainers to enable them to conduct the training and monitor the Quality Circle activities in their organization or company, resulting in ultimate growth and competitiveness of the organization in market place, combined with employee satisfaction, motivation and improved morale.

3. Programme Contents

- 3.1 Evolution of Quality Concepts which needs involvement of all levels of employees.
e.g. Quality Circle, Five-S, Kaizen, Lean QC, TPM etc.
- 3.2 Beginning of Quality Circle – Quality Circle concept.
- 3.3 How to start Quality Circle in an organisation Method Suggested for functioning of Quality Circle.
- 3.4 Role of Top Management.
- 3.5 Problem Solving method suggested for the use of Quality Circle – 12 steps.
- 3.6 Problem Solving Tools and Techniques:
 - a) Commonly used Techniques
 - (I) Brain Storming (II) Flow diagram (III) PDCA cycle (IV) Ranking/Priority Method (V) Milestone/Gantt Chart

3. Programme Contents

(I) Check Sheet (Data Collection) (II) Stratification (III) Pareto Chart (IV) Graphs
(V) Cause and Effect Diagram (VI) Scatter Diagram (VII) Histogram (VIII) Control Chart

3.7 How to conduct Quality Circle meetings effectively and maintain Record Books.

3.8 A Few Tips to make effective Case Study Presentation.

3.9 Syndicate exercise on presentation skills and Techniques sample Case Study.

4. Methodology:

Lecture complemented with PowerPoint presentation Interactive Group discussions and syndicate exercise, sample case study presentation.

5. Language:

The programme language will be English/Hindi

6. Who should Attend the programme:

Departmental/Sectional Heads, Line managers, QC Facilitators, Practicing QC Leaders, Individual Life Members/ Trainers who are willing to conduct programme on Quality Circle and Problem Solving Tools/Techniques.

7. Benefits of attending the Programme.

7.1 It will aid the Managers to train their staff / first line employees / Technician / Operators etc to develop their skills to identify and solve work related problems.

7.2 Improve operational performance of departments / Sections.

7.3 Motivate the employees for better improved performance and work as a team.

7.4 Help in meeting organizational objectives, mission & vision

8. Faculty Profile

Shri D. K. Srivastava, who is Executive Director of QCFI Head Quarters Secunderabad, shall conduct the programme He is a Science graduate with B.Ed degree, got trained by Mr. Ichiro Miyaochi of JUSE on Quality Circle and QC process and by Mr. Yamaguchi of JIPM (Japanese Institute of Plant Managers on TPM. He is associated with Quality Circle movements in since its inception in India i.e. from 1982 onwards. He has been a trainer and consultant in the fields of Quality Circle, TQM, Lean Manufacturing, Statistical Tools, Five's', Kaizen TPM etc. He has been co-ordinating and actively involved in National Conventions on Quality Concepts from 1987 onwards. He participated and presented papers in many National and International Conventions on QC and he is a co-author of several training course materials on QCs TQM, Continuous Improvement, Problem Solving Tools, 5's', Kaizen, TPM etc.

He has been recipient of "Sudomo Quality Leadership Award" by Indonesian Quality Management Association (IQMA) Indonesia.



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◆ FEES

Rs. 6500/- Per Participant + 15% Service Tax = Rs. 7475/-

(Course fee includes Training material, Kit, Tea, Snacks and Lunch).

Cheque/DD should be drawn in favour of “**QCFI VADODARA CHAPTER**” payable at Vadodara.

◆ Last Date for Registration

05 November 2016

Since seats are limited to Twenty Five only, the registration will be on First Cum First basis.

◆ Programme Coordinators

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