



QCFI
VADODARA CHAPTER

21st ANNUAL TQM CONVENTION

THEME

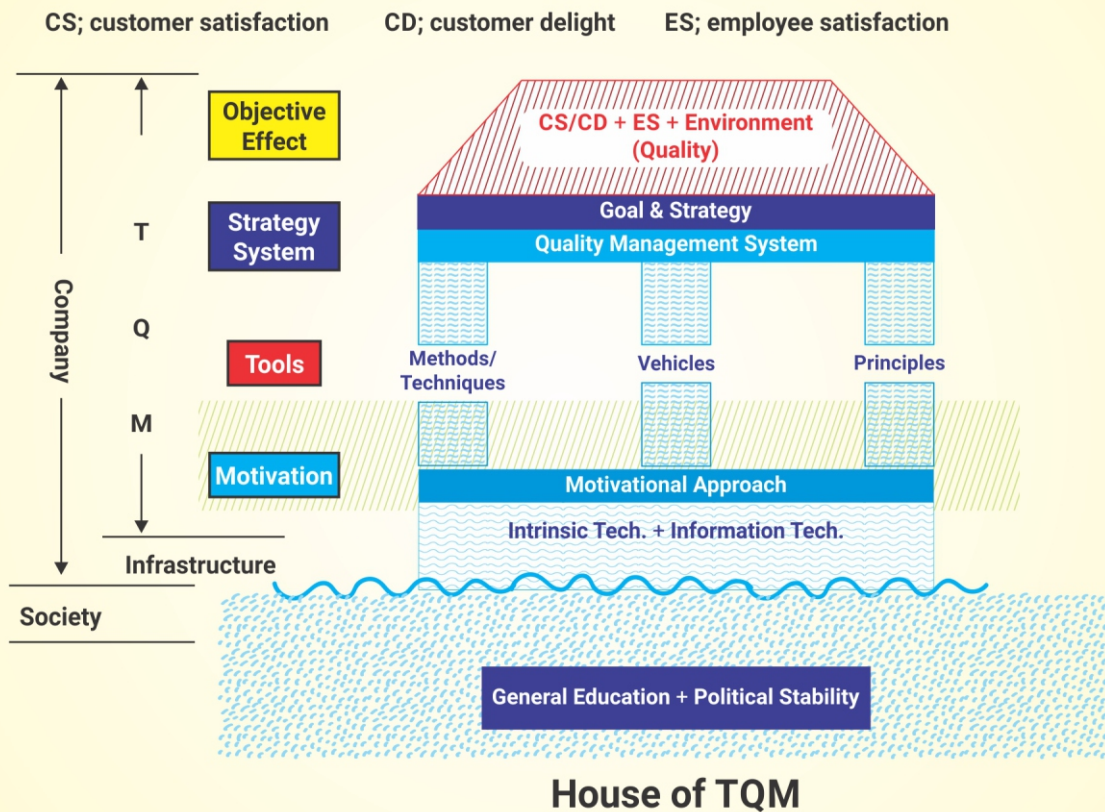
FROM CUSTOMER DELIGHT TO SATISFACTION OF LATENT DESIRE

DATE

17TH FEBRUARY, 2020 (MONDAY)
TIME : 07:30 AM TO 05:30 PM

VENUE

HOTEL GRAND MERCURE (SURYA PALACE)
OPP. PARSII AGIYARI,
SAYAJIGANJ, VADODARA



QUALITY CIRCLE FORUM OF INDIA VADODARA CHAPTER

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DETAILS OF 21st TQM CONVENTION-2020

» FROM CUSTOMER DELIGHT TO SATISFACTION OF LATENT DESIRE

TQM has undergone a long journey and the journey continues. Excellence is attained and eventually becomes a benchmark. From the newly adopted benchmark the journey begins again. When the concept of Customer Delight added a value paradigm, the focus of Quality shifted. It now gets associated with innovation, excellence and relates to customer perception about the product and services. This is not about routine manufacturing and process improvement anymore; this is about creativity and innovation at every step and about a dynamic phenomenon called excellence.

Now, from hard statistics the journey begins to capture perceptions and latent desires of the customers. Surveys have to be conducted to unravel the latent desires and commonalise the latent desires to create products & services. We are changing course from evolution to revolution.

» TQM CONVENTION PROGRAMME:

07:45 AM – 08:30 AM Welcome – Registration & Breakfast
08:45 AM – 09:00 AM Lamp Lighting, Prayer and Theme Song
09:00 AM – 10:00 AM Talks by Eminent Speakers from Industry
10:00 AM – 01:00 PM Case Study presentations in respective halls
01:00 PM – 02:00 PM LUNCH
02:00 PM – 03:00 PM Talks by eminent speakers
03:00 PM – 04:00 PM Panel Discussion
04:00 PM – 05:30 PM Award Distribution and Valediction

» WE SOLICIT YOUR ACTIVE CO-OPERATION

QCFI shall bring out the Compendium on "TQM Convention 2020". We need one page summary of Case Study & photographs of your team members by 31st January 2020 for printing in the Compendium.

» REGISTRATION OF PRESENTERS & DELEGATES:

- The registration fee includes morning breakfast, tea/coffee, Lunch, evening tea/coffee; Certificate for participation on and GST @ 18% of fee.
- Fee per delegate / presenter Rs.5310 (Rs. 4500+ GST Rs. 810.)
- Fee per case study presenter team Rs.15930 (Rs. 13500+GST Rs. 2430.)
- Presenter team will consist of maximum 3 members. Any additional member will be required to pay fee @ Rs. 5310 per excess member.

» ELIGIBLE CASE STUDY PRESENTERS & DELEGATES:

- Practitioners of Quality Concepts.
- Professionals, Faculties, Trainers of Quality Concepts.

PANEL DISCUSSION

'REALITY OF CUSTOMER DELIGHT IN INDIAN CONTEXT'

Eminent corporate, practitioners and professionals will take part in the discussion.



Gyanvatsal Swami



Maj. Gen. Raju K. Subramani



Mr. T. Venkatraman



Mr. Babulal Yadav

SPEAKERS OF 20th ANNUAL TQM CONCLAVE

GLIMPSES OF 20th ANNUAL TQM CONVENTION



GUEST SPEAKERS: 21st ANNUAL TQM CONVENTION



Mr. Piush Bansal is BE Mechanical Engineer from MMM Engineering College & MBA from Institute of Management Technology. He is specialized in International Marketing, TQM, Certified Lead Assessor for ISO 9000 & 14000 and Six Sigma Black Belt. He has a rich work experience in the Industries (more than 32 years). He started his career with Samtel Color Ltd. And Moser Baer India Ltd. In Moser Baer India Ltd., he occupied the positions of Unit Head & Sr. Vice President. Currently he is with Apollo Tyres Ltd. – Baroda Plant as the Unit Head.



Mr. Deepak Joshi Completed Engineering Graduation in Production Eng. (BE-Prod.) and Post-Graduation MBA in Human Resource Management from Mumbai University.

He is having Rich Work experience of 26 years. He worked in Mahindra & Mahindra Automotive Ltd., Ports cape India Ltd. (Unit of Danaher Motion Ltd.) and presently working at in SAME DEUTZ FAHR India Pvt. Ltd., A Global Tractor Manufacturing

Company as a Head of Quality. He achieved various milestones of Excellence in Manufacturing Operations, Project Management for New Product Development, Total Quality Management in Supply Chain and Business Excellence – TQM approach for achieving Excellence in Business Results. He is also having Hands on Experience in Developing TQM culture in the Organizations through Training, Mentoring and Workshops, Building Organizational Capability through conducting Trainings & Workshops in TQM, Policy Management & Daily Work Management, APQP, PPAP, PFMEA, SPC, MSA, Structured Problem Solving etc.



Mr. Manohar Sethpalani, known as Manohar to friends is true TQM believer Business Leader, with focus on organizational transformation through quality management and business excellence across all functions and all levels based on holistic approach to management, has led several transformation projects in last decade with proven results. Manohar has a degree in Mechanical Engineering and did his Masters from XLRI Jamshedpur. He has 22 years of experience in industry

and consulting (Mahindra and Mahindra, Tata Consultancy Services in various capacities). In his career, Manohar had worked in Production, Quality Assurance, Manufacturing Consulting, Business Excellence, and Technical. At present he is heading the QBM (TQM/Business Excellence) at CEAT Ltd- a Deming winning company. Manohar had authored papers on quality at ICQ'- Tokyo: International Conference on Quality held by JUSE at Japan and ISQ Annual Conference organized by Indian Society for Quality.



Mr. Ravichandran Narasimman is Mechanical engineer with 30+ year's industrial experience. Passed out from Anna University Guindy campus, Post-graduation from IIT, Chennai and Management Development Programme from IIM, Bangalore. Career started in Caterpillar, Chennai and moved to Wind Industry in the year 2000. Worked for NEG Micon, Vestas, Winwind and currently Head of Industrial

Operations in Siemens Gamesa, India. Manufacturing is core area, Black belt in Lean-Six Sigma. Recently steered TQM in Siemens Gamesa and won the coveted Deming Prize for Siemens Gamesa on 1st Oct-19. He is also one of the Deming Prize Committee advisor for JUSE.