

## INTEGRATED APPROACH ON DIFFERENT QUALITY CONCEPTS FOR ORGANISATIONAL PERFORMANCE.

Success of an organization depends on how it creates a customer by MARKETING and INNOVATION. Innovation comes from the employee involvement in the organization processes and decision making. It is a cardinal thing that organizations must empower their employees with continuous training in Quality concepts to hone their skills and create an enabling environment for innovation. Managers are responsible to lead the transformation of an organization to imbibe the culture of quality and innovation. They must accept the responsibility for continuous quality improvements and be dedicated to empowering others. Goal of management will be to harness their skills and ensure that everyone involves and does a better job and act as a facilitator and catalyst for quality improvement and innovation in the organization and thus make it as a world class organization. Quality concepts principles focus on the customer, It means that organizations should tailor made their products and services to meet or exceed their customer's expectations. In addition, products and services must be designed in such a way that its attributes, convenience and functionality to satisfy the customers. It is important that organizations build quality into the processes involved in producing goods and services and take measures for continual improvement, to ensure these processes work all the time. Putting emphasis on quality concepts is a holistic approach to organizational performance.

## PROGRAMME OBJECTIVES

Improve organizational performance, employee retention and loyalty, improve productivity, overcoming the barriers to communication, clear accountabilities, and cost effectiveness by minimising waste. Save time and reduce conflicts, ensure efficiency and consistency in performance. Delivering error free products and services, identify, review and revise processes to ensure continuous improvement of the organization. Customer Satisfaction-Internal & External customers. Meeting the stakeholders expectations.

## PROGRAMME OUTLINE - TOPICS

- ❖ 5S (WPM)
- ❖ Jagruti group
- ❖ Tag system
- ❖ Managers model
- ❖ One point lesson
- ❖ Quality Circle
- ❖ Small group activity
- ❖ SMEDs
- ❖ 5S at home, schools & colony.
- ❖ Kaizen.
- ❖ Productive Maintenance
- ❖ Autonomous Maintenance
- ❖ QIT/TPM Circles
- ❖ Lean Quality Circle
- ❖ Process capability and process control
- ❖ Overall equipment effectiveness

## PARTICIPANTS PROFILE

Frontline/Middle Management executives from all organisations who implement/interested in implementing the concept.

### FACULTY

**Sri D.K.Srivastava,**

Executive Director, QCFI-HQ, Secunderabad.

### PROGRAMME COORDINATOR

**Sri C.H.S.Prasada Rao**

Jt.Secretary, QCFI Visakhapatnam Chapter  
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email : qcfivizagchapter@gmail.com

## DATE & DURATION

13<sup>th</sup> - 14<sup>th</sup> March, 2020 (2 Days) from 9.00 AM to 5.00 PM.

## COURSE FEE

Rs. 3,000/- + 18% GST per participant (includes stationery, training material, tea/snacks and working Lunch) to be payable in the form of DD/Cheque/NEFT in favour of "Quality Circle Forum of India" payable at Visakhapatnam.

## VENUE

### TEEJAY INDIA AUDITORIUM,

Plot No. 15, Brandix India Apparel City(SEZ), APSEZ, Pudimadaka Road, Atchuthapuram Mandal, Visakhapatnam, AP-531061.

## ENROLMENT

The Enrolment form indicating the list of name(s) of the participant(s) along with DD/Cheque/NEFT for Course Fee may be sent to the address appended.

LAST DATE FOR REGISTRATION

**7<sup>th</sup> March 2020.**

Note : The participants should report at the venue at 8.30 am on 13<sup>th</sup> March 2020.

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13<sup>th</sup> - 14<sup>th</sup> March, 2020

## REGISTRATION FORM

To,  
The Secretary  
Quality Circle Forum Of India  
Visakhapatnam Chapter  
401, 4<sup>th</sup> Floor, AG Avenue, Dwarakanagar 2<sup>nd</sup> lane  
Visakhapatnam-530016, Phone : 0891-2725570, 9440648486, 9493856588

S.No	Name	Designation

Name of organization : \_\_\_\_\_

Address : \_\_\_\_\_

Tel: \_\_\_\_\_ Fax: \_\_\_\_\_

E-Mail: \_\_\_\_\_ Payment details.: \_\_\_\_\_

Date: \_\_\_\_\_ For Rs. \_\_\_\_\_

Bank: \_\_\_\_\_

Signature :

Name :

Designation :

Date :

## TWO DAY WORKSHOP on

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VENUE :

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Plot No. 15, Brandix India Apparel City(SEZ), APSEZ, Pudimadaka Road,  
Atchuthapuram Mandal, Visakhapatnam, AP-531061.

Organised by

**QUALITY CIRCLE FORUM OF INDIA  
VISAKHAPATNAM CHAPTER**

# 401, 4<sup>th</sup> Floor, A.G.Avenue, Dwarakanagar 2<sup>nd</sup> Lane, Visakhapatnam-530016,

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