



# TQM-INDIA UNISON

19<sup>th</sup> & 20<sup>th</sup> April, 2024

at ABV-IIITM, Gwalior



Organised by QCFI - Headquarters  
Hosted by QCFI Gwalior Chapter  
In association with ABV-IIITM, Gwalior

Quality Governance  
Key to transformation



## THEME

Total Quality Approach  
- Ultimate Growth Lever

## KEY FEATURES



TQM Success Stories by Eminent Experts  
& Panel discussions



Technical/Research  
Papers



All organisations eligible

Case Studies on



Innovations



Best Practices



Any Good Improvement  
Work/Projects



High Impact Work



Growth Journeys

Conveying P-D-C-A  
Thought Process



NCQC 2024 Qualification  
for teams above 70%

ICQCC 2024 Qualification for  
teams above 80%

ESG - For Planet

Total Quality People  
- A Global Solution



## CENTRE OF EXCELLENCE

TQM Division - Quality Circle Forum of India  
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SD Road, Secunderabad - 500003, Telangana  
M : 99896 97930, 78944 00702, 97136 97501  
E-mail: qcfiHQ@qcfi.in; Website: www.qcfi.in

Sengol - Tamil word 'Semmai' - Righteousness  
Sanskrit word - 'Sanku' - Shakha - Auspiciousness



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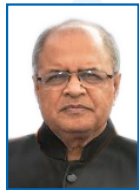


**Shri. P. Vellingiri**  
Director

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**Shri. S J Kalokhe**  
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QCFI Gwalior Chapter



**Dr. Gyan Prakash**  
Professor- ABV-IIITM, Gwalior



**Shri Thomas Mathew**  
Hon. Secretary  
Gwalior Chapter - QCFI







## TQM-India Unison-2024

**TQM India Summit - 19 April - 2024**

**TQM India Conclave - 20 April - 2024**

**Theme: Total Quality Approach - Ultimate Growth Lever**

# Invitation

**Dear Quality Leaders,**

**India is on the cusp of evolution of Indian TQM Model from QCFI which is better, faster and more economical.** With immense pleasure and pride, we solicit your gracious presence in the TQM-India UNISON 2024 organized by QCFI Headquarters hosted by Gwalior Chapter in association with Atal Bihari Vajpayee - Indian Institute of information technology and management Gwalior on 19-20 April, 2024.

The Summit on 19th April'24 will witness eminent leaders/experts sharing their TQM success-stories, while the conclave on 20th April'24 will have cases / improvement projects sharing coming from all the organisations conveying best TQM interventions/practices following structured thought-process P-D-C-A. The two days TQM UNISON assure to inspire the improvement fraternity from India and make a definite head way towards Indian TQM system development. As a unique Knowledge - Sharing platform, this TQM- UNISON focuses on "Technical Papers" also from industry experts and promotes open innovation for greater collaboration between industries and research institutions.

The TQM-UNISON theme is "**Total Quality Approach - Ultimate Growth Lever**" which focuses to bring out proven strengths of comprehensive total quality approach. The theme will see TQM experts and CEOs sharing their thoughts and success stories on "how all Effective TQM Practices synergize the technical and behavioral excellence of the workforce across the entire hierarchy have effectively aligned and have delivered the expectations of all stakeholders". The theme will also emphasize the evergreen critical success factor of "Total Involvement of Total Quality People" which ensures seamless quality everywhere all-the-time, and builds the base for quantum, sustainable, inclusive growth.

QCFI is a one stop solution for all the trainings and facilitation for senior, middle and frontline employee for all functional domains; and has in operation its "**Centre of Excellence**" with unique quality solutions for everyone.

We call upon all organization to come together to create synergy of collective potential to propel India's growth multi-fold in shortest time and be part of Indian Quality Movement.

Let this TQM-India UNISON - 2024 be a fulfilling premier event of the country in the pursuit of collective quantum growth.

Looking forward to your active participation of organizations/teams

**Avinash Mishra**  
President

**D K Srivastava**  
Executive Director

**Sunil Shrivastava**  
Convenor & COO - TQM, QCFI



**Centre of Excellence**

TQM Division, Quality Circle Forum of India



TQM -INDIA SUMMIT on 19th April'24

**Eminent Speakers / Panelists**

- Sharing TQM Success Stories & Approach /Systems / Best Practice

Names under confirmation

TQM -INDIA CONCLAVE on 20th April'24

**Case Studies / Technical Papers**

- Sharing TQM Projects by teams / Technical Papers

**TAKEAWAYS** for Delegates Participants & Teams

- Networking / Experience sharing / knowing Best Practices / Quality Approaches and Models
- Teams scoring 70% and above will be eligible for NCQC 2024 (National Convention)
- Teams scoring 80% and above will be eligible for ICQCC 2024 (International Convention)
- All the technical papers will be shared on QCFI.in portal and abstract will be published in the souvenir / technical compendium. (Subject to permission from authors / organizations)

**TQM-India Unison - Tentative Schedule**

**TQM-India Summit - 19th April, 2024**

|                      |  |
|----------------------|--|
| 7:30 AM to 9:30 AM   | - Registration                                 |
| 8:30 AM to 10:00 AM  | - Inaugural Function -                         |
| 10:00 AM to 10:30 AM | - <b>Networking</b> & Tea                      |
| 10:30 AM to 1:30 PM  | - TQM Success Stories / Best Practices by CEOs |
| 1:30 PM to 2:30 PM   | - <b>Networking</b> & Lunch                    |
| 2:30 PM to 4:00 PM   | - TQM Success Stories / Best Practices by CEOs |
| 4:00 PM to 4:15 PM   | - <b>Networking</b> & Tea                      |
| 4:15 PM to 4:45 PM   | - Panel Discussions by CEOs / TQM Experts      |
| 4:45 PM to 5:45 PM   | - Valedictory Function                         |

**TQM-India Conclave - 20th April, 2024**

|                     |   |
|---------------------|---|
| 7:30 AM to 9:30 AM  | - Registration                                  |
| 7:30 AM to 9:00 AM  | - Tea / Breakfast                               |
| 8:30 AM to 1:30 PM  | - Case study Presentations in 25 Parallel halls |
| 10:30 AM - 11:00 AM | - <b>Networking</b> & Tea                       |
| 12:00 PM to 2 PM    | - <b>Networking</b> & Lunch                     |
| 2:30 PM to 3:30 PM  | - Panel Discussions                             |
| 3:30 PM to 4:00 PM  | - <b>Networking</b> & Tea                       |
| 4:00 PM to 5:30 PM  | - Award Function                                |





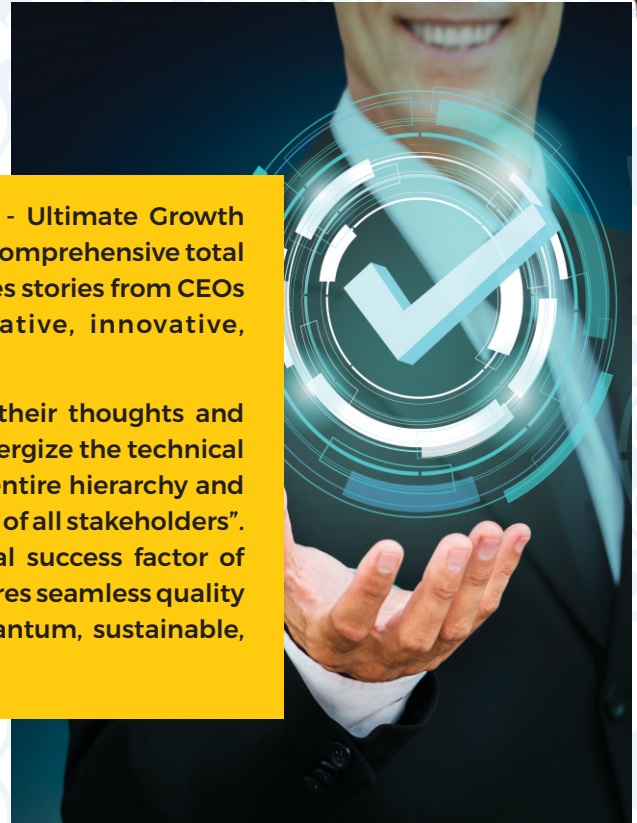


## TQM-India Unison 2024 Theme

### Total Quality Approach - Ultimate Growth Lever

The TQM-UNISON theme is “Total Quality Approach - Ultimate Growth Lever” which focuses to bring out proven strengths of comprehensive total quality approach; through not only from TQM successes stories from CEOs of successful organizations, but also from creative, innovative, improvement projects using effective TQM practices.

The theme will see TQM experts and CEOs sharing their thoughts and success stories on “how all Effective TQM Practices synergize the technical and behavior excellence of the workforce across the entire hierarchy and have effectively aligned and delivered the expectations of all stakeholders”. The theme will also emphasize the evergreen critical success factor of “Total Involvement of Total Quality People” which ensures seamless quality everywhere all-the-time, and builds the base for quantum, sustainable, inclusive growth.



## Karakuri Kaizen

India needs low cost automation and Karakuri Kaizen have started making inroads in Indian Industries giving significant value additions. Special focus will be provided in this summit by experts and implemented Karakuri Kaizens.

## WCM - World Class Manufacturing

QCFI has been spearheading very fundamental model of WCM and supports industries through Agile total employee Involvement building competencies and culture. Experts and teams will share their implementation Cases.

## Exhibition Stalls

This unique event provides an excellent opportunity to meet with Quality Professional / Middle & Top Management of Organizations across India involved in all stages of production of materials. This Summit Exhibition offers a much needed industry platform for Networking, Exhibiting their Products/Services to find and make new business connections. TQM-India Summit is expected to draw more than 1500 Quality Professionals across Indian Industry.

Exhibition Stalls (2mts X 3mts) Rs 10,000 for 1 Day with 2 Persons

## Industrial Visit

TQM-India Unison 2024 organizes Industrial visit on Thursday 18th April, 2024 to a prominent TQM practicing Industries in and around Gwalior. An opportunity to view and experience best TQM practices first hand and to interact with the real working environment.

There are limited seats. Reservation on first come first serve basis.

Industrial Visit Fee: Rs 2000 /- per member + GST (18%)

## Luxury Sight Seeing tours

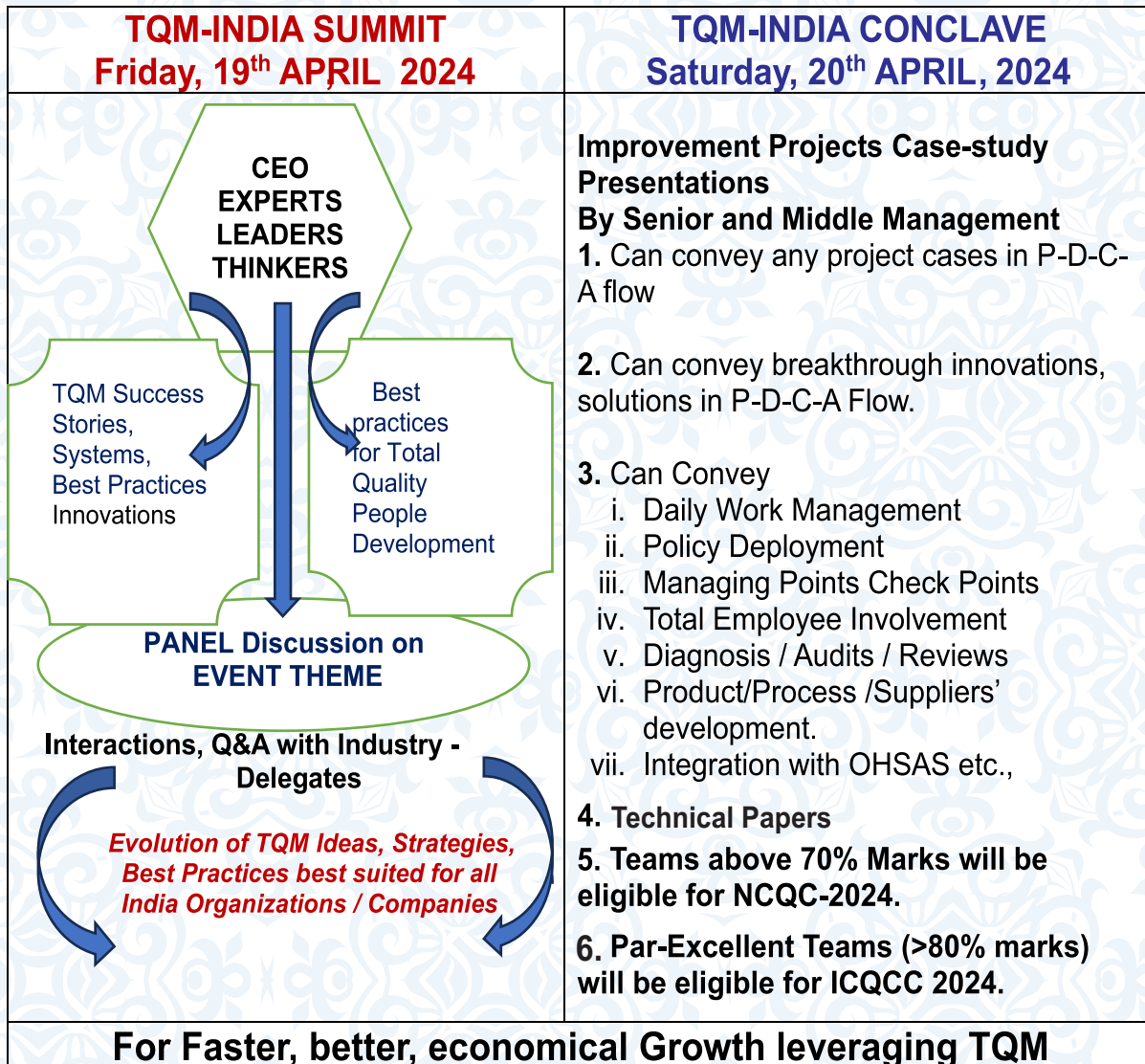
One day sight seeing tours in and around Gwalior will be available through our official travel partner to acquaint delegates with the rich quality heritage of India on convenient dates after the UNISON





**TQM- India UNISON 2024**  
**Theme: TOTAL QUALITY APPROACH - ULTIMATE GROWTH LEVER**  
**Host: GWALIOR CHAPTER**

**Program - Flow**



**AWARDS Recognition**

- ✓ **5 Best Member Organization Awards for upholding Total Quality Approach**





## TQM-India Unison - 2024 About Casestudy

**Eligibility :** All Organizations, all sectors, all functions.  
Projects from Senior and Middle Management.

**Sub Themes :** Daily Work Management, Policy Deployment, Managing Points Check Points, Total Employee Involvement, TQM Diagnosis / Audits / Reviews, Product/Process /Suppliers' development, Integration with OHSAS, Innovations, Best Practices, High impact Work / projects, Creative implementations, Learning and development, Karakuri, WCM, Quality Models, Waste to Wealth and so on conveying P-D-C-A Steps.

| <b>CASE STUDY SUBMISSION GUIDELINES / EVALUATION CRITERIA.</b>  |  |   |            |
|---|--|---|------------|
| - Structured thought process needs to be conveyed mentioning Plan-Do-Check-Act steps. May use any methodology like 12 steps of QC, DMAIC, 8 D etc., or new ones.                      |  |   |            |
| S.No  | Step / Item  | Case Study Submission Guidelines / Evaluation Criteria<br>( Quality Tools applications to be made very objectively to enhance analysis/ understanding / interpretation and support implementation; Tools should be used only when relevant / useful. Following guidelines to be followed objectively (And not exhaustively) as per case-need.   | Max Marks  |
| Plan  | Problem / Project Identification, selection & defining | <ul style="list-style-type: none"> <li>➤ Identification of existing problems/projects, prioritization and/or selection of a problem/project</li> <li>➤ Defining the problem with target completion dates for milestones</li> <li>➤ Objectives and Goals/targets setting for improvement</li> </ul>  | 10         |
|   | Observation and Determining Methods of reaching goals  | <ul style="list-style-type: none"> <li>➤ Providing a broad understanding of the current situation from several angles alongwith relevant data</li> <li>➤ Indicating the learning, inferences and understanding of the problem to connect with methods / strategy for reaching targets</li> <li>➤ Determining methods/Team Charter/ system Standards/practices etc. for reaching Goals</li> </ul>  | 10         |
| DO  | Competence building                                    | ➤ Planning and Execution of Necessary Training and Education to right people in right nos in a timebound manner for right delivery of project Plan  | 05         |
|   | Measurements, Analysis, Solution(s) development        | <ul style="list-style-type: none"> <li>➤ Accurate and consistent Data collection related to Problem/Projects for correct status / baseline assessment</li> <li>➤ Causes/Critical Success factors' identification,validation through experience or experiments; and prioritization</li> <li>➤ Possible solutions generation, solution finalization based on relevant factors and risk analysis</li> </ul>  | 10         |
|   | Trial implementation                                   | ➤ Trial implementation of selected solution following PDCA cycle and collection of sufficient data post-implementation  | 10         |
| Check   | Check Checking the Results                             | <ul style="list-style-type: none"> <li>➤ Checking the Result for significant improvement based on data before and after implementation</li> <li>➤ Check-on the causes and required implementation-correction / alignment, other side effects, if any. STUDY and Consolidating the Learnings</li> </ul>  | 10         |
| ACT   | Standardization / Holding the gains                    | <ul style="list-style-type: none"> <li>➤ Regular full scale implementation of tested-solution after necessary results-confirming-iterations</li> <li>➤ Defining new standards or revising existing standards</li> <li>➤ Defining Solution-Sustenance measures with necessary Training to implementors, developing Checklists, New SOPs, layout modifications, etc.</li> <li>➤ Financial Impact should be duly vetted by Unit Finance Dept.</li> </ul> | 10         |
| Learnings and Way-  | Conclusion and Wayforward                              | <ul style="list-style-type: none"> <li>➤ Consolidating the Learnings and Core-strengths on Organization Challenges, Startegy, Objectives and Target setting, Process excellence of measurements and Analysis, Implementation excellence using PDCA and Solution sustenance measures, Team work etc.</li> <li>➤ Defining new benchmarks / future projects</li> </ul>   | 05         |
| <b>TOTAL for casestudy pre-evaluation</b>   |  |   | <b>70</b>  |
| <ul style="list-style-type: none"> <li>• Presentations Time: 15 Mins Presentation + 3 Mins Q&amp;A</li> <li>• Case Study to be submitted by 15th March 2024 at the portal.</li> </ul> |  | <b>Presentation Evaluation at the venue on 7th October Criteria</b>   |            |
|   |  | Sequence & Clarity  | 05         |
|   |  | Communication Skills  | 05         |
|   |  | Time Management   | 05         |
|   |  | Special Features (Innovation)   | 05         |
|   |  | Question and Answers  | 10         |
|   |  | <b>Total for Presentation</b>   | <b>30</b>  |
|   |  | <b>Total Evaluation Marks</b>   | <b>100</b> |



**Technical / Research Papers** should be conveyed in structured way (P-D-C-A), will have 15 minutes for presentation, and will be recognised with a certificate





## Fee Structure

### 19th April - TQM India Summit 2024

1. Rs 5,500 for Delegates from Industry
2. Rs 2,500 for Research Scholars / Faculty/ NGOs/ Social Organizations
3. Rs 1,500 for Final year Engineering / MBA Students

### 20th April - TQM India Conclave

1. Rs 16,500 for upto three members team  
Rs 5,500 for additional member
2. Rs 5,500 for Delegates from Industry
3. Rs 2,500 for Research Scholars / Faculty/ NGOs/ Social Organizations
4. Rs 1,500 for Final year Engineering / MBA Students

#### Note\*

- Registration of teams/delegates at online link <https://qcfi.in/qcfihq>
- using QCFI membership ID or Guest login. Registration Guidelines on Qcfi.in
- Last date for payment for registration by teams / delegates - 20th March, 2024.
- GST @ 18% applicable on registration fee.
- Registration to be done for both 19th & 20th April 24 as per Fee
- 10 % discount for each day delegate fee for the delegate in any category, if he/she attends both days. For industry delegate, for example, it will be total discount of rs 1100

#### Cancellation

- On or before 20/03/2024- 80% will be refunded
- 20/04/2024 to 05/04/2024 - 50% will be refunded
- There is No refund after 06/04/2024

**NOTE : Above fee includes Hi tea, Lunch, Kit bag, Summit Souvenir & Award**

## Mode of Payment

For online registrations and payment please login to <https://qcfi.in/qcfihq>

Demand Draft: In favour of "Quality Circle Forum of India" payable at Hyderabad.

### NEFT Payment

IFSC/RTGS Code UTIB0000027 Axis Bank A/C No. 912010049263067 or

IFSC/RTGS Code ICIC0000048 ICICI Bank A/C No. 004801046457

**Last Date of uploading Case studies / Technical Papers along with 200 words abstract March 31st, 2024**

## About the Venue:

Indian Institute of Information Technology and Management (IIITM) in Gwalior, Madhya Pradesh is an autonomous institute set by Government of India, MHRD (Presently Ministry of Education, Govt. of India) in 1997. It is an effort by MHRD (Presently Ministry of Education, Govt. of India) towards creating professionals in areas of management and information technology from the same institute.

This institute was created for facilitating higher education, research, and consultancy in areas of information technology (IT) and business management. Initially started as IIITM, this institute was prefixed with ABV in 2002 to honour the then Prime Minister Atal Bihari Vajpayee.



**Gwalior is steeped in history and is packed with beautiful monuments and temples. Enjoy the rich cultural history, well connected by air, train & road.**

## For any query for registration etc., contact

**Centre of Excellence; TQM Division - Quality Circle of India**

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