

32<sup>nd</sup> CCQC

# CHAPTER CONVENTION ON QUALITY CONCEPTS

21st - 22nd September 2024

*Theme*

**INVESTING IN PEOPLE, BUILDING A BETTER FUTURE**



*Organized by*  
**QUALITY CIRCLE FORUM OF INDIA  
ROURKELA CHAPTER**

*In Association with*



**Rourkela Institute of Management Studies (RIMS)  
Rourkela**



**Glimpses of CCQC-2023 successfully conducted  
by QCFI, Rourkela Chapter**





## Invitation

Dear All,

I, on behalf of Executive Council, Rourkela chapter have a great pleasure in extending the cordial invitation and warm welcome to all of you to participate in the **32<sup>nd</sup> Chapter Convention on Quality Concepts (CCQC-2024) from 21.09.2024 to 22.09.2024 (Saturday & Sunday) at RIMS, Chhend, Rourkela.** It's that time of the year when we start our preparations for our annual event and we are back again this year too to give you an insight into the Chapter Convention on Quality Concepts (CCQC) event for 2024.

This year, as decided, we shall have the *CCQC-24 in physical mode* only. Details regarding participation are given in the Brochure including fee structure. We shall have all the usual events like Case study presentations, Kaizen display/Model competition/Home Makers' Kaizen/5S display besides Essay/Slogan/Poem/SKIT competition and knowledge Test (Optional) for the benefit of our participating teams which will help in preparation for **NCQC-24 in ABVIITM, Gwalior, M.P.in Dec.'24.**

This year the theme "*Investing in people, building a better future*" is quite befitting to QCFI's basic purpose of building people. It aims at holistic development of human individuals who unleash their creative potential given an opportunity and empowerment.

Rourkela chapter of QCFI indeed in its journey of 3 decades, has made a significant contribution to promoting and popularizing the concept of Quality Circle and Allied concepts e.g. Lean QC, 5S, SPC, Kaizen, Six Sigma, TPM, QIT, TQM, WCM etc. in the region in various member organizations.

These concepts have gained immense popularity as it respects people working at every level, involve them in decision making and facilitate an environment where an individual's capabilities are looked upon as assets to solve work-area problems. Application of knowledge and skills by first-line employees can produce and render quality goods and services with utmost safety.

This "Mini Kumbha" provides an excellent platform to showcase the talents and share the same with other teams thereby bringing laurels to their respective organizations.

Rourkela Institute of Management Studies (RIMS), established in 1984 with a beautiful campus and one of the leading management schools in the country, offers full-time courses like *MBA / MCA (2 years), PGDM (ODL mode), BBA/BCA/BJMC (3 years) as well as Business Analytics / Digital Marketing / Cyber Security / Data Science (6 months certificate course).* It has well equipped labs, faculties, a fully Wi-Fi enabled campus and Boys & Girls hostels. Institute is NAAC accredited and winner of the Golden Peacock National Training Award too. RIMS has been providing the facilities to hold this convention since 2017. ***This convention is being organized in association with RIMS, Rourkela.***

We are thankful to all our participating organizations in the region with whose support 203 circles had participated with 935 participants from 23 organizations in CCQC-2023. It was the highest ever participation.

We look forward to welcoming you to the 32<sup>nd</sup> Chapter Convention on Quality Concepts (CCQC-24) during September 21-22, 2024 in Rourkela.

Yours Sincerely,

**(S R Suryawanshi)**  
Chairman, QCFI-RC &  
E D (Works), SAIL/RSP, Rourkela





## OBJECTIVES:

1. To provide a forum for interaction and exchange of knowledge on various Quality concepts.
2. To provide an opportunity to the members of Quality circles & allied concepts to exchange their ideas, learn and explain their achievements.
3. To allow displaying their creative talents through competitions in Essay, Slogan, Poem, KT & SKIT.
4. Encourage the spirit of competition, teamwork and continuous improvement to gain & sustain high team motivational standards and results.
5. To select and recommend the case studies for the forthcoming 38<sup>th</sup> National convention on Quality Concepts (NCQC-2024) being held in ABVIITM, Gwalior, M.P. in December, 2024.

## WHO SHOULD PARTICIPATE?

1. Teams from QC & Allied concepts
2. Organizations including MSMEs who wish to introduce QC & other concepts
3. Potential Practitioners & Life members
4. Students & Staff from Educational Institutions

## A BRIEF OUTLINE OF PROGRAMME EVENTS:

### 1. CASE STUDY PRESENTATION

Case studies nominated by various organizations will be considered in CCQC-2024. Only those case studies (**Gold Award winners**) will be eligible for consideration for presentation in NCQC-2024 to be held in Nagpur, Maharashtra in December, 2024. *However, Case Study report is to be sent in SOFT copy through e-mail only for evaluation.* Participating circles need to bring Presentation slides in PPT at the time of the convention.

### 2. KNOWLEDGE TEST:

Since this is mandatory in NCQC, it is advised that all registered teams participate in it for their knowledge on various Quality concepts and QC tools & techniques. The time duration will be of 20 minutes. Mark sheet will include these marks also. ***This is OPTIONAL in CCQC-2024. The Knowledge Test shall be held on 18.09.24 / Wednesday / 16.00 – 16.30 hrs.***

### 3. ESSAY, SLOGAN, POEM, SKIT & MODEL COMPETITION:

- There is an immense quest for excellence in all fields of human endeavor. QCFI has been leading in this regard through employees' involvement. Hence the theme for **the Essay** competition this year is ***"Investing in people, building a better future"*** and is limited to 500 words only.
- **Slogan/Poem** can be related to various Quality concepts like QC, 5S, TQM, Kaizen, Safety etc. *For Slogan/Poem, the team member can give a maximum 2 entries only.*
- **Display of Models / SKIT competition:** Participation in the Model competition will be limited to 30 participating teams only due to space constraints. For SKIT contest, the theme has to be related to any Quality concepts. Only interested participating teams can take part in it. ***Intimation regarding Date/time for Model display/SKIT shall be given separately to the teams in advance.*** Maximum time allotted is 10 minutes only for Model / SKIT.
- **Display of Kaizen:** Participating teams, if interested, can send in nominations for this. A copy of the report in prescribed FORM-03 (enclosed herewith) is to be sent for evaluation. The team can display kaizen on A4 size paper. One team can send only one kaizen for display. Maximum time allotted is 10 minutes only.
- **Home Kaizen/Five S by Homemakers:** To encourage Kaizen/Five S practices in **the home**, Rourkela chapter wishes to recognize homemakers, who have done improvements in their homes. Interested teams have to send the report in soft copy. Presentation can be done through Posters, PPT slides or Photographs.
- **Product Exhibition by Organizations/Institution:** A space of 3m X 3m with a table and other required facilities shall be provided for the display of products/services provided. It is a wonderful opportunity for both producers and visitors to mutually learn and exchange ideas. Visitors shall be required to drop their cards in a box kept in the stall. Lucky winners shall also be rewarded.
- **Best TQM practices in the organization:** Willing organizations can send in their entries mentioning details of various TQM practices adopted in the organizations with data and any awards or accolades received. Two organizations shall be awarded.

**KNOWING IS NOT ENOUGH, WE MUST APPLY IT  
WILLING IS NOT ENOUGH, WE MUST DO IT**





## GUIDELINES FOR COMPETITION:

01. This year for CCQC-24, there shall be an evaluation for the Case study report, Presentation and QC Register evaluation too. Evaluation will comprise of all these three for 100 marks. **No QC register is required for Allied concepts circles.**
02. Standard fonts e.g. Times New Roman, Arial etc. and standard animations are advised to be used for case study reports/presentations to avoid any issues while opening the report.
03. Front page of the Case study report shall have the details like name of Organization & Team, Title of the case study and Category of the case study e.g. QC, 5S, SPC, Six Sigma etc. (summary Sheet).
04. Case study report (in English) to be e-mailed only, either in WORD or PDF format (*preferably as its size reduces significantly*), and must be limited to less than 10 MB.
05. However, the presentation can be made in Odia, Hindi or English language. Presentation slides must be in English only.
06. **Case study report for QC & Allied concepts as well as Presentation slides must be strictly prepared as per the guidelines of QCFI only. QC Register also must be updated as per guidelines and kept ready for evaluation.**
07. All entries for Case study, Essay, Slogan, Poem, SKIT (Video format), Home Kaizen or Homemakers' 5S must reach on or before **05<sup>th</sup> September 2024** including the dully filled-in Registration form.
08. *QC register being maintained (in QCFI Register format permissible) must be submitted on the convention day at the Registration counter.*
09. All Case Studies shall be evaluated by two judges, trained by QCFI.
10. **Certificates shall be issued as per names given in the Registration form.**
11. Case study presented previously in Chapter / State / Regional / National level are not eligible for CCQC-2024.
12. **Date / Time for Model display, SKIT, Kaizen display or Home Maker's Kaizen / 5S presentation competition shall be sent separately to the Participating Organization's Coordinator. Only 2 members shall be permitted per circle.**
13. Participation in Knowledge Test, Essay / Slogan / Poem or SKIT competition is optional. It is being conducted for the practice of the teams towards preparing them for NCQC-24.
14. Essay/Slogan/Poem/SKIT should be in Odia/Hindi/English language only. A maximum of two entries per team member is permissible.
15. All Case study presentations on QC or Allied concepts shall be conducted in parallel halls.
16. Each team shall be given **15 minutes** for presentation and **5 minutes** for Question & Answer whereas **1 minute** for changeover to the next team.
17. Presentation aids e.g. audio system, Multi-media kit, screen & tables shall be provided in each hall.
18. CD/DVD/Pen drive for presentation to be loaded beforehand in respective halls. Teams may bring their own laptop for presentation.
19. Certificates are made as per names given in the Registration Form. Ensure that names are written correctly in the Registration Form
20. **Trophy and certificate shall be given to the winning teams of QC / Allied concepts / Model display / Kaizen display or Home Kaizen/5S or SKIT competition or Knowledge Test. Winners of the Essay / Slogan / Poem competition shall be given a gift & certificate. All the certificates shall be e-mailed to the respective coordinator of the participating organization.**

## AWARDS TO BE PRESENTED:

1. **E-Certificates** shall be given to all the participating teams in the convention.
2. Successful teams shall be adjudged as Bronze, Silver & Gold Medal award winners depending upon the marks achieved as given below
  - a. 50% - less than 60% : Bronze Medal
  - b. 60% - less than 70% : Silver Medal
  - c. 70% & above : Gold Medal
3. Overall BEST circle in both QC & Allied concepts categories, shall also be awarded Jayant Dash Memorial Trophy and given **E-Certificates**.
4. **E-Certificates shall** be given to the winners of Essay/Slogan/Poem/SKIT/Knowledge Test/Home makers' 5S / Kaizen or Model or Kaizen display (who achieve 70% or more marks).
5. **Only Gold Award Winners** are eligible for participation in NCQC-24 this year.
6. Trophy / E-certificate shall also be given to the organizations who have sent a **maximum** no. of teams in the CCQC-2024 in both the streams – QC & Allied concepts.

**GREAT THINGS IN BUSINESS ARE NEVER DONE BY ONE PERSON. THEY ARE DONE BY A TEAM OF PEOPLE**





7. A Trophy and Certificate shall be given to the Organization which has best implemented the TQM concept in the organization (achieving 70% or more marks).

## PARTICIPATION FEE:

Team Area	Annual (Rs.)	Permanent (Rs.)
<b>1) Quality circles</b>		
*Per Team (5Members+1Facilitator or coordinator)	21000/- per team	19500/- per team
*Per additional member	3500/-	3250/-
<b>2)Allied concepts</b>		
*Per team (Max. 3 Members)	10500/-	9750/-
*Per additional member	3500/-	3250/-
<b>3)Kaizen Display Team</b>		
*(2 members / per team)	7000/-	6500/-
<b>4)Delegates not in any team – Per delegate</b>	3500/-	3250/-
<b>5)School/College/Individual Life member</b>	2000/- per member	
<b>6)MSME organization</b>	2000/- per member	
<b>7)Home Maker's 5S/Kaizen or Model display</b>	FREE	
<b>8)Organizations sending 25 teams or above**</b>		Rs.2300/- per member
<b>Please add GST 18% on the registration fee payable above</b>		
<b>** a separate CCQC-2024 shall be conducted in its own premises bearing the cost of food of participants hall arrangements, judges stay etc. Chapter shall provide judges, trophy, certificates, convention kits.</b>		

### Note:

- The last date of registration is **05.09.2024**.
- Payment through Demand Draft/at par Cheque / NEFT / RTGS should be made in favour of **Quality Circle Forum of India, Rourkela Chapter** payable at **Rourkela** and payment details E-mailed along with the duly filled in Registration form and detailed case study report in the WORD or PDF format sent through e-mail.
- Participation shall be allowed after payment of registration fee.
- Payment must be made within 30 days of the issue date of thee-invoice.
- Once e-invoice (on-line invoice) is raised, it shall not be changed. Please ensure the no. of teams / no. of participants mentioned is correct before sending.* It is very important.
- Bank commission charge, if any, on registration fee, payable to QCFI Rourkela Chapter, must be borne by the participating organization.**
- For direct remittance to the bank, the details are given hereunder:
 

**Bank** : **UCO Bank, Sector-5, Rourkela-769 002**  
**Account No.** : **07120100005676**  
**Type of Account** : **Savings Bank A/c**  
**For RTGS/NEFT Payment** : **IFS Code - UCBA0000712**  
**MICR Code** : **769028004**  
**PAN** : **AAAAQ0008P**  
**GSTIN** : **21AAAAQ0008P1ZV**  
**HSN / SAC Code** : **999293**
- All correspondence should be addressed to:  
**S.C. PRASAD**  
**Hony. Secretary, QCFI-Rourkela Chapter**  
**B-56, Sector-20, Rourkela - 769 005,Dist.: Sundargarh (Odisha)**  
**Mobile: +91 8895501691, 9437245547, 8594939563**  
**E-mail:[qcfi.rklchapter@gmail.com](mailto:qcfi.rklchapter@gmail.com) / [sureshc.prasad55@gmail.com](mailto:sureshc.prasad55@gmail.com)**





## EVALUATION CRITERIA FOR QC/ALLIED CONCEPTS CASE STUDIES

SL. No.	Pre-Evaluation Criteria:: Quality Circles Case Study	Total Marks
1	<b>Identification of Problems (Unsolved&gt;50)</b>	
2	<b>Selection of problem</b> A, B, C Categorization & Prioritization	6
3	<b>Define the problem</b> Milestone chart, Flow / Pictorial diagram of the process, Description of problem with suitable diagram Objectives, Goal /Target	
4	<b>Analysis of the Problem</b> Required data/verbal data for 4W+1H& its impact on Quality, Productivity, Cost etc.	
5	<b>Find out probable causes and root causes</b> Circles up to 2 years old, may use Dispersion analysis but old circles to use other types of CED with all possible sub causes With proper headers, Marking/Listing the probable root causes	6
6	<b>Root Cause Analysis (Validation of root causes)</b> By using an appropriate method for validation	3
7	<b>Data analysis</b> Collection of appropriate data for validated root causes and Pareto diagram	8
8	<b>Development of solution</b> Min. No. of Alternate solutions developed = 5 & Validation	8
9	<b>Foreseeing Probable resistance</b> Min. No. of probable resistances with solutions = 5	3
10	<b>Trial Implementation &amp; Check Performance</b> Use of PDCA, Trial implementation & Check performance	8
11	<b>Regular Implementation</b> Present status, Overall gains – Tangible & Intangible	6
12	<b>Follow up &amp; Review</b> Follow-up system developed& Review results	6
	<b>Grand Total Marks</b>	<b>60</b>

SL. No.	Evaluation criteria :: Oral Presentation for QC & Allied concepts (Including QIT)	Total Marks
1	Sequence, Clarity, Team participation, Smooth change over from one speaker to other	5
2	Communication Skills & Confidence Level	5
3	Time Management : How Circle has managed the time to explain the Project	5
4	Special Effects	5
5	Judge's Q & A : Answering satisfactorily & correctly the questions asked by Judges	10
	<b>Total Marks</b>	<b>30</b>





SL. No.	Evaluation criteria :: Quality Circles' Register	Total Marks
1	General Information	2
2	Project Information	1
3	Attendance	1
4	Meeting minutes – compare with Milestone chart of case study	3
5	Monitoring of meeting minutes (by HOD, Coordinator, Facilitator)	2
6	Special Features	1
	<b>Total Marks</b>	<b>10</b>

SL. No.	Evaluation criteria :: 5-S, Kaizen, TPM, LQC, QIT, Poka-Yoke, SMED, WCM, TQM & Benchmarking (Circles can adopt DMAIC methodology also for all Allied concepts)	Total Marks
1	<b>Define the problem</b> Milestone chart proposed, Flow diagram/Pictorial diagram of the process, Description of problem with suitable diagram, Objectives, Goals / Target	10
2	<b>Measure (Data collection / compilation)</b> 4W+1H / Data collection for key parameters its subsequent impact on quality, productivity, cost etc.	15
3	<b>Analyze the problem</b> Identification of causes, Develop suitable CED with all sub causes Validation of causes, data collection, Root cause analysis	15
4	<b>Improve (Solution Implementation)</b> Solution search, PDCA Trial implementation, Check performance Regular implementation, Performance status	20
5	<b>Control (Gains &amp; Standardization)</b> Gains – Tangible & intangible Follow-up system developed – New / Updation Review results	10
	<b>Total Marks</b>	<b>70</b>

Note: QC Register marks not applicable for Allied concepts

SL. No.	Evaluation criteria for CCQC - 2024	Total Marks
1	Pre-evaluation of Case studies	60
2	Case study Oral presentation	30
3	QC Register marks*	10
	<b>Total Marks</b>	<b>100</b>
*	<i>For Allied concepts, Pre-evaluation marks = 70 and no QC register evaluation</i>	





SL. No.	Evaluation criteria for Six sigma Case studies	Total Marks
1	<b>DEFINE</b>	10
	Business Case / Voice of customer	
	Project charter	
	SIPOC	
2	<b>MEASURE</b>	10
	Performance measure	
	Key Process parameters	
	Key Product parameters	
3	<b>ANALYZE</b>	20
	Identification of causes / C&E diagram	
	Validation of causes / Identification of root causes	
	Data collection/Validation of root causes	
4	<b>IMPROVE</b>	20
	Creative solutions & Design of Experiments / Hypothesis testing	
5	<b>CONTROL</b>	10
	New / Updation of standards	
	Results / Benefits	
	<b>Total Marks</b>	<b>70</b>

SL. No.	Evaluation Criteria for 5S (If a team is from 5S certified department or unit or organization)	Total Marks
1	<b>Initial efforts</b>	10
	5S organization structure	
	Initial photographs	
	Steps taken in zone/sub-zone before going for 1S	
2	<b>Activities of Housekeeping</b>	15
	Implementation of 1 <sup>st</sup> S	
	Implementation of 2 <sup>nd</sup> S	
	Implementation of 3 <sup>rd</sup> S	
3	<b>Implementation of 4<sup>th</sup> S</b>	10
	Development of standard practices & Follow-up of standard practices	
4	<b>Audit system</b>	10
	Self-Audit system / Management Audit system	
5	<b>Status of 5S Implementation</b>	15
	Before / After Photographs	
	Tangible / Intangible gains	
	Status of Jagruti groups & Status of 5S home	
6	<b>Follow up and Review system</b>	10
	Management actions for sustenance & growth of 5S	
	Special activities	
	<b>Total Marks</b>	<b>70</b>

**THE MOST DANGEROUS KIND OF WASTE IS THE WASTE WE DO NOT RECOGNIZE**





**Please note:**

- \*\* In case a team has taken up any specific problem on 5S, they need to follow DMAIC methodology and evaluation will be done accordingly.
- \*\* But if a team is from already 5S implemented unit / zone / sub-zone, they need to follow the procedure as given above and evaluated accordingly.
- \*\* If any QC team has taken up the pure safety problem, it shall be evaluated as per QC.
- \*\* But if it is a pure Lean Safety circle and taken up safety problem, it shall be evaluated as per the guideline attached herewith separately.

Sl. No.	Evaluation Criteria for Kaizen Display – Case study report	Max. Marks
1	Productivity, Quality, Cost, Delivery, Safety, Morale, Environment (PQCDSME)	05
2	Title of Kaizen with clarity and in brief	05
3	Clarity about the problem faced (unsafe, high downtime, any kind of loss, high cost etc.) with brief description	10
4	Impact (rejection, complaints, high failures, low production, unpleasant environment etc.)	05
5	Status (Before Study) – give data, graphs, photos etc.	05
6	Status (After Study) - give data, graphs, photo etc.	05
7	Approach for analysis / solution / implementation	05
8	Gain – Tangible, Intangible	05
9	Standardization, Follow up	05
	<b>Total Marks</b>	<b>50</b>

Sl. No.	Evaluation Criteria for Kaizen Display – Case study display	Max. Marks
1	Description of Kaizen	10
2	Clarity (Impact – loss, inconvenience etc.)	10
3	Communication skills, confidence, team spirit	10
4	Gain – tangible, intangible	10
5	Q & A by Judge	10
	<b>Total Marks</b>	<b>50</b>

**TENTATIVE PROGRAM SCHEDULE**  
**32<sup>nd</sup> Chapter Convention on Quality Concepts**  
**Date: 21<sup>st</sup> & 22<sup>nd</sup> September 2024**  
**Venue: RIMS, Chhend, Rourkela-769015**

21.09.2024 / SATURDAY	
TIME	PROGRAM
14.00 – 17.00 Hrs.	Convention Registration
17.00 – 18.00 Hrs.	Model or Kaizen display / Home maker's 5S / Kaizen presentation
18.00 – 19.00 Hrs.	Award distribution for Essay / Slogan / Poem / SKIT / Model display / Kaizen display competition
19.00 – 20.00 Hrs.	Inauguration
20.00 – 21.00 Hrs.	Cultural Program
21.00 Hrs. onwards	Convention Dinner
22.09.2024 / SUNDAY	
TIME	PROGRAM
09.00 – 13.00 Hrs.	Case study presentation
13.00 – 14.00 Hrs.	Lunch
14.00 – 17.00 Hrs.	Case study presentation
17.00 – 17.30 Hrs.	Judges time
17.30 – 19.30 Hrs.	Valediction
19.30 Hrs.	Evening Tea / Snack



**Glimpses of CCQC-2023**  
**Successfully conducted by QCFI, Rourkela Chapter**

**WELCOME TO CCQC 2024**