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Management Development Programme

Total Quality Management

16-18 September 2011

Venue

IIT Extension Centre, Salt Lake City, Kolkata – 700106



Prof. Jitesh J. Thakkar

Principal Coordinator

Prof. P.K. Ray

Coordinator

Department of Industrial Engineering and Management

Indian Institute of Technology Kharagpur

Kharagpur 721 302, INDIA

Why Total Quality Management?

The pursuit of Excellence is, or should be, an objective of all organizations. The main aim of quality management systems is to achieve good management control resulting in improved quality of organization's products and/ or services. This programme offers a full implementation package and operational guidelines for Integrated Quality Management Systems including an initial assessment of the existing organizational system, creating environment for TQM, issues specific to functional and organizational leadership, employee empowerment, linkage between financial performance and TQM, and Employee relationship in TQM.

How this Programme is Different:

As a management concept coined by W. Edwards Deming, the basis of TQM is to reduce the errors produced during the manufacturing or service process, increase customer satisfaction, streamline supply chain management, aim for modernization of equipment and ensure workers have the highest level of training.

Conduct a self-assessment on following issues before you plan to participate in this programme:

- Now that you are in charge, are you shocked to learn that all the rules have changed?
- Command and Control has been replaced by Contradiction and Chaos.
- Employees are not told what to do anymore.
- Now, you influence their choices and assist them in reaching goals.
- You do not direct; you win the team over to your point of view.

The programme is aimed at enabling practitioners to understand importance of TQM in their respective functional domains and its company-wide impact.

Course Objective:

- Develop awareness and appreciation of various quality management factors leading to organizational performance and competitiveness.
- Enable industry practitioners to understand complexities involved in implementation of TQM principles.
- Enable managers to understand their competitive priorities and importance of quality.
- Sensitize on role of culture, motivation, employee participation, employee empowerment and role of top management in the deployment of quality.

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What You Can Expect:

It is a comprehensive, organization-wide effort to improve the quality of products and services, applicable to all organizations. To respond to these challenges, this programme will assist industry professionals in critically evaluating their own processes and functional domain and develop a complete implementation plan. In order to see a stage-wise implementation of TQM, this programme will address few important issues:

- How centralization vs decentralization affects the implementation of TQM?
- How functional interface requirements can be satisfied to see organization-wide application of TQM principles?
- How accountability and authority issues can be resolved?
- Would you achieve the goal of employee empowerment through TQM?
- How is TQM related to financial performance?

For WHOM:

The Total Quality Management programme is for middle and senior level managers (in service or manufacturing industry) seeking to re-vitalize their careers. It is most appropriate for managers holding positions of responsibility within functional departments of medium to large businesses. The participants should have at least five years of managerial experience after graduation.

Pedagogy:

A mix of pedagogical tools will be used – cases, lectures, discussions, presentations, audio-visuals, and experiential exercises. A typical day would include about SIX hours of classroom sessions. Informal group discussions amongst participants are recommended.

Topics Covered

- Relevance of TQM in constantly changing industrial and business environment.
- Five 'pillars' of TQM: Product, Process, Organization, Leadership, Commitment
- Quality related issues in manufacturing and service organizations
- Quality Management Concepts: Deming, Juran, Crosby, Taguchi, QMS
- Quality Management: Practices, Tools and Techniques
- Employee empowerment and TQM
- Financial performance and TQM

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Application and Fee:

The interested candidates are requested to communicate their applications to one of the coordinators by filling in the Registration Form provided with the brochure **before 30th August 2011.**

LATE REGISTRATIONS ARE REGRETTE!

TOTAL NUMBER OF SEATS IS RESTRICTED TO 20.

The fee for the THREE-DAY programme is Rs. 15,000 per candidate. Payment is to be made through bank draft drawn in favor of 'CEP-STC, IIT Kharagpur' payable at Kharagpur.

The course fee includes training kits, working lunch and tea/ coffee during lecture schedule. **The course fee does not include boarding and lodging for the participants.**

Venue:

IIT Kharagpur Kolkata Campus

HC Block, Sector – III

Salt Lake City

Kolkata – 700106

Phone: 033-23379793

Address for Communication:

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Registration Form

1. Name: _____
2. Affiliation: _____
3. Educational Qualification: _____
4. Address for Correspondence:

5. Telephone: _____
6. Mobile: _____
7. E-mail: _____
8. Bank Draft Details:
Draft No. _____
Date: _____
Amount Rs. _____
Bank: _____
Branch: _____

Signature of the participant

Signature of the Sponsoring Authority

(with Seal)