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**DEPARTMENT OF
INDUSTRIAL ENGINEERING AND MANAGEMENT
INDIAN INSTITUTE OF TECHNOLOGY KHARAGPUR**

offers

**SHORT-TERM TRAINING
PROGRAMME**

on

STATISTICAL PROCESS CONTROL

for

INDUSTRY PROFESSIONALS

on

July 23-24, 2011



at

**IIT Extension Centre
Salt Lake City, Calcutta 700 091**

BACKGROUND

Department of Industrial Engineering and Management (IEM), Indian Institute of Technology Kharagpur has a long history of education and training in the field of Quality Engineering and Management. During the past several years, a number of short-term training programmes on quality have been offered by the department for a large number of reputed and well-established companies. There are many instances where such trained persons have played key roles in the implementation of

quality improvement programmes in their organizations. Today, quality has become the key concern of every organization and manager. Considering the profound influence quality casts on the performance of an organization in today's environment, IEM Department with the advisory support of Dr. Anup Majumdar, SQC and OR Division, ISI Calcutta will share their vast research, training and industrial experience and expertise of their faculty in the area of statistical process control with organizations and managers and to provide them with basic quality-related tools, techniques, and approaches that are useful in their pursuit for higher quality of products/services and improved and stable processes.

INTRODUCTION

After globalization of markets and liberalization of Indian economy, the Indian industries have been experiencing stiff competition. In such a competitive environment, development of Total Quality Systems in organizations is a necessity. Such a development ensures that everyone and every functional unit or department in an organization participate actively in achieving quality. Quality is no longer a quick fix as has been implied in the past. **Quality programmes, with support and commitment of top management, makes significant difference to an organization's performance. The proposed programme on Statistical Process Control (SPC) has been planned keeping in view this scenario and purpose.**

The current trend of retraining of executives, senior management, and the entire labour force, and the growing emphasis on process technology management reflects the desire of Indian management for continuous improvement in order to achieve higher customer satisfaction through improved quality

of products and processes, reduction of reworks and rejects, and reduction of product cost.

To meet these goals, organizations will have to undertake vigorous quality improvement activities. They must use the tools and techniques of SPC in formulating strategic plans, and programmes for on-line real-time control of processes prior to quality improvement. Everyone in the organization must be aware of the importance of adherence to international norms in both product and process improvement.

In this context, training programmes on quality control and improvement are highly important and useful. Such programmes help a participant assess the status of quality management and practices in their organizations vis-à-vis those desirable. Persons trained in these areas become the driving force behind the successful implementation of quality systems in their organizations.

OBJECTIVES OF THE PROGRAMME

The major objectives of the programme are as follows:

- Exposing participants to the fundamentals of SPC
- Building, in the participants, confidence and faith in quality measurement, monitoring, and methodologies
- Providing exposure to practical problems and their solutions, through case studies and live projects in the field of SPC
- Enhancing the capability of the participants to identify, control, and remove the quality-related problems, in processes
- Reducing the gap between demand and supply of trained manpower in the field of SPC

TOPICS

- Elements of effective problem solving for control and breakthrough improvement

- Measuring variation - Summarization of data – Measure of central tendency and dispersion
- Diagnostic tools - Histogram, Box plot, Pareto analysis, stratification, Scatter plot
- Normal Distribution and its use
- Control chart for variable and attribute
- Process capability analysis
- Measurement system analysis
- Acceptance Sampling

WHO SHOULD PARTICIPATE

The managers and executives at middle and senior levels from manufacturing/service/IT sectors.

LEVEL OF PARTICIPATION

The personnel responsible for routine decision making and those involved in improvement exercises. The participants should be able to work with Microsoft Excel.

TEACHING FACILITY

- Two to three faculties would conduct the class room sessions
- It is advisable to restrict the number of participants between 20 to 25 for the programme. Teaching will be made using LCD Projector and Writing Board (white board). As there will be number of classroom exercises, participants need to have scientific calculators/ Computer for his/her use.

PROGRAMME SCHEDULE

9 am to 5 pm with 2-hour lunch break on each day.

TRAINING METHODS

The training programme consists of lecture sessions, hands-on exercises, computer demonstrations, discussions on cases and live problems.

ADDRESS FOR CORRESPONDENCE

For clarifications and assistance, correspond with:

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APPLICATION AND FEE

The programme is designed to be offered for a duration of **two days**. Number of participants for each course module will be limited to **twenty five**.

The fee for the programme is **Rs. 10,000 per participant**. Payment is to be made through bank draft drawn in favor of '**CEP-STC, IIT Kharagpur**' payable at Kharagpur. The course fee includes course materials, working lunch, and tea/coffee during lecture schedules only.

ACCOMMODATION

Participants have to arrange their accommodation on their own. Expenses towards travel and local hospitality are to be borne by them separately.

SHORT-TERM TRAINING PROGRAMME on STATISTICAL PROCESS CONTROL (July 23-24, 2011)

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)