

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

**offers**

**SHORT-TERM TRAINING  
PROGRAMME  
on**

**QUALITY IMPROVEMENT: PRINCIPLES,  
METHODS AND APPLICATIONS**

**for**

**INDUSTRY PROFESSIONALS**

**on  
December 15-16, 2012**



**at**

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

**INTRODUCTION**

After globalization of markets and liberalization of Indian economy, the Indian industries have been experiencing stiff competition. In such a competitive environment, industries need to continually improve quality of their products, services and processes. **Quality improvement approaches with support and commitment of top management, makes significant difference to an organization's performance.**

The current trend of retraining of executives, senior management, and the entire labour force, and the growing emphasis on process technology management and new product development (NPD) 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.

In this context, training programmes on quality improvement are highly important and useful as they help participants assess the status of quality improvement 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.

**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. 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 offers this training programme on quality improvement** intending to provide industry professionals with basic quality improvement-related principles, methods and their applications.

**OBJECTIVES OF THE PROGRAMME**

The main objectives of the programme are as follows:

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

**TOPICS**

- Elements of effective problem solving for control and breakthrough improvement
- Quality improvement principles in products, processes and organizations
- Quality improvement approaches in products
- Quality improvement approaches in processes
- Integrated models for quality improvement in organizations
- Specific tools and techniques and their application for quality improvement
- Implementation Framework for quality improvement

**WHO SHOULD PARTICIPATE**

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

## 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 and computer laptop 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.

## REGISTRATION FORM

### SHORT-TERM TRAINING PROGRAMME

on

### QUALITY IMPROVEMENT: PRINCIPLES, METHODS AND APPLICATIONS (December 15-16, 2012)

1. Name: \_\_\_\_\_
2. Affiliation: \_\_\_\_\_
3. Educational Qualification:  
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4. Address for Correspondence:  
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\_\_\_\_\_  
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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)