

This file has been cleaned of potential threats.

If you confirm that the file is coming from a trusted source, you can send the following SHA-256 hash value to your admin for the original file.

e355ffe9350be25421b28d620c7b125a89fc1775db30f069e2378e637516d676

To view the reconstructed contents, please SCROLL DOWN to next page.



Department of Industrial Engineering and Management
Indian Institute of Technology Kharagpur
Kharagpur 721 302, INDIA

Management Development Programme on Total Quality Management and Manufacturing Excellence [TQMME 2012]

6-8 July 2012

Venue: IIT Kharagpur Kolkata Campus, HC Block, Sector – III, Salt Lake City,
Kolkata – 700106

Prof. P.K. Ray
Principal Coordinator

Dr. J. Maiti
Coordinator

Dr. Jitesh J. Thakkar
Coordinator

Why Total Quality Management and Manufacturing Excellence?

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 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. **Manufacturing excellence demands strong leadership, teamwork and problem solving resulting in continuous and sustainable improvement throughout the organization. This requires a thorough investigation of the needs of customer, empowering employees, and maximizing inhouse capabilities across all the functional and cross functional activities of an organization.**

How is this Programme Different?

Traditionally, the programme on "Total Quality Management" has a focus to train practicing managers in manufacturing and service industries in the development and deployment of a phase-wise TQM implementation plan. TQM is a system-wide initiative and it demands commitment at all the levels including various functions and specifically, interfaces of the departments. But in the pursuit of development, TQM has gone through metamorphosis and it builds a deep rooted understanding of six sigma and lean engineering which are not integrated in the traditional TQM. Today, management wants to know the areas where continuous improvement should be practiced and where require breakthrough improvement for manufacturing excellence. In addition, it has been observed that TQM implementations in many organizations fail in the absence of adequate understanding of managers on financial aspects and its linkages with TQM. **This programme would enable practicing managers to discover a deeper understanding on the systematic deployment of TQM initiative in their respective functional domains and also address critical emerging issues with a blueprint of both short and long term action plans.**

Course Objective:

- Develop awareness and appreciation of various quality management factors leading to organizational performance and competitiveness.
- Enable managers to understand their competitive priorities and importance of quality.



Department of Industrial Engineering and Management
Indian Institute of Technology Kharagpur
Kharagpur 721 302, INDIA

Management Development Programme on Total Quality Management and Manufacturing Excellence [TQMME 2012]

6-8 July 2012

Venue: IIT Kharagpur Kolkata Campus, HC Block, Sector – III, Salt Lake City,
Kolkata – 700106

Prof. P.K. Ray
Principal Coordinator

Dr. J. Maiti
Coordinator

Dr. Jitesh J. Thakkar
Coordinator

- Sensitize on the role of culture, motivation, employee participation, employee empowerment and role of top management in the deployment of quality.
- Enable managers to appreciate TQM as an enabler to manufacturing excellence.
- Enable managers to understand the link amongst TQM, six-sigma and lean engineering to make an integrated action plan.

What You Can Expect:

This programme will assist industry professionals in critically evaluating their own processes and functions 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 accountability and authority issues can be resolved?
- Would you achieve the goal of employee empowerment through TQM?
- How is TQM related to financial performance?
- What are the linkages between TQM and Manufacturing Excellence?
- How does TQM helps in the pursuit of six sigma and lean engineering?

For WHOM:

The Total Quality Management and Manufacturing Excellence programme (TQMME 2012) is for middle and senior level managers (in service or manufacturing industries) seeking to re-vitalize their careers. It is most appropriate for managers holding positions of responsibility within functional departments of medium to large businesses.

Pedagogy:

- Class room teaching and lecturing
- Group activities and presentation
- Case studies
- Other multi-media tools such as videos, animations, etc.

Topics Covered

- Relevance of TQM in constantly changing industrial and business environment.
- Five 'pillars' of TQM: Product, Process, Organization, Leadership, Commitment
- Quality Management: Practices, Tools and Techniques



Department of Industrial Engineering and Management
Indian Institute of Technology Kharagpur
Kharagpur 721 302, INDIA

**Management Development Programme on
Total Quality Management and Manufacturing Excellence [TQMME 2012]**

6-8 July 2012

**Venue: IIT Kharagpur Kolkata Campus, HC Block, Sector – III, Salt Lake City,
Kolkata – 700106**

Prof. P.K. Ray
Principal Coordinator

Dr. J. Maiti
Coordinator

Dr. Jitesh J. Thakkar
Coordinator

- Employee empowerment and TQM
- Financial performance and TQM
- TQM & Manufacturing Excellence
- TQM vis-à-vis six sigma and lean engineering

Application and Fee:

Non-Residential Fee: Rs. 25,000/- per participant (includes training kits, working lunch and tea/coffee)

Payment is to be made through Demand Draft or At par Cheque drawn in the favor of “CEP-STC, IIT Kharagpur” payable at Kharagpur.

The interested candidates are requested to send their applications to one of the coordinators by filling in the **Registration Form** provided with the brochure **on or before 25th June 2012**. Alternatively, the brochure can be downloaded from the website <http://www.iitkgp.ac.in/topfiles/stc.php>

A certificate of participation will be issued from the Office of Dean (Continuing Education), Indian Institute of Technology Kharagpur, to all the participants.

Late registrations are regretted!

Total number of seats is restricted to 20

Address for Communication:

Prof P K Ray Principal Coordinator Department of Industrial Engineering and Management IIT Kharagpur Tel: 03222-283742 Mobile: +91-9434055274 E-mail: pk_r@vgsom.iitkgp.ernet.in	Prof J. Maiti Coordinator Department of Industrial Engineering and Management IIT Kharagpur Tel: 03222-283750 Mobile: +91-9474305050 E-mail: jmaiti@iem.iitkgp.ernet.in	Prof Jitesh Thakkar Coordinator Department of Industrial Engineering and Management IIT Kharagpur Tel: 03222-281830 Mobile: +91-8001438700 E-mail: jt@iem.iitkgp.ernet.in
--	---	---



Department of Industrial Engineering and Management
Indian Institute of Technology Kharagpur
Kharagpur 721 302, INDIA

**Management Development Programme on
Total Quality Management and Manufacturing Excellence [TQMME 2012]**

6-8 July 2012

**Venue: IIT Kharagpur Kolkata Campus, HC Block, Sector – III, Salt Lake City,
Kolkata – 700106**

Prof. P.K. Ray
Principal Coordinator

Dr. J. Maiti
Coordinator

Dr. Jitesh J. Thakkar
Coordinator

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)