

1. Introduction

In a fiercely competitive business environment, marked by rapid changes, globalization, M& A's, Quality of products and services provides a distinct competitive edge to the companies. While adequate knowledge about Quality concepts, tools and techniques is available, as is the appropriate technical know-how, yet quality of products and services in our country leaves much to be desired. Professionals, academicians and decision makers often lament about the indifferent attitude or mind set of people. That perhaps is human side of Quality. In a way, it is a lot more significant and important for any Quality Improvement Initiative. Learning quality tools and techniques is easy, implementing them and maintaining /improving the quality levels is not easy.

This training program is an effort to identify, explore and examine the key constituents of the "human side" that are critical for the success of any Quality Improvement Initiative and then initiate the process of developing those skills and attributes, which are the enablers of success.

2. Course Objectives

Main objective of this course is

- ✓ To introduce the participants to the concept and philosophy of the Human Side of Quality
- ✓ To identify the key constituents which will be significant enablers of success
- ✓ To explore constituent factors for their application in relation to the Quality Management Principles
- ✓ To initiate the process of developing some of the skills and attributes

3. You should do this course if:

- ✓ You want to know why many Quality improvement initiatives fails and learn ways to ensure success
- ✓ You want to develop a significant insight into the role of Human Side in developing & maintain Quality

- ✓ You want to acquire necessary know how to implement key enablers of quality
- ✓ You want to become sensitive to the need of continual self improvement /development for achieving superior quality
- ✓ You want to make an appropriate action plan

8. Course Material

All participants will be provided course kit comprising of training folders, detailed study material, notepad, pen, pencil, sharpener, highlighters etc. for use during the training

9. Methodology & Certification

A judicious mix of class room presentations, exercises, group discussion, case studies and hands-on practice will be used. Participants will be encouraged to relate the learning to live situations.

Participants who successfully complete the continuous assessment during the course and also the written examination conducted on 2nd day of the course will be issued a certificate by FICCI.

10. Course Schedule and Registration Process

Date: May 27-28, 2014

Timing: 09.30 -17.30 Hrs

Venue: Federation House, New Delhi

Participation Fee: Rs. 11000 +12.36% Service Tax (Total Amount: Rs. 12360/- includes cost of training, course kit, lunch & tea)

Registration: Send registration form along with a Cheque/DD in favour of "FICCI QUALITY FORUM".

The seats in the course are limited and registration will be done on first-come-first serve basis.

7. About our Lead Faculty

Our faculty for this Maj Gen (Retd.) NK Dhir is a thought leader and a practicing coach cum trainer with over four decades of professional experience who has made a mark on the training landscape of the country. A noted quality practitioner who has had hand-on experience of conducting Quality assurance of defence equipment, and as Director, Defence Institute of Quality Assurance had started many innovative practices for training of Quality Management. He is a teacher, trainer, counselor and assessor. He is visiting faculty at IIT Delhi, Guru Gobind Singh IP University Delhi and PTU, Jalandhar. He has represented India in ISO meetings held at Bucharest and Beijing. He is frequently sought after motivational speaker and corporate trainer.

8. About FICCI Quality Forum

FICCI Quality Forum (FQF) is a specialized division of Federation of Indian Chambers of Commerce and Industry (FICCI) set up with objective to sharpen the competitive edge of Indian Industry. FQF provides training, consultancy and research services focused on enhancing the quality quotient of clients and partner organization.

For the past 20 years, FQF is providing training on various ISO management systems and has a pool of highly competent & experienced trainers to conduct training courses.

FQF in collaboration with Nigel Bauer & Associates (NBA) is providing IRCA, UK approved Auditor/Lead Auditor training courses on ISO 9001 Quality Management System (QMS) ISO 14001 Environment Management System (EMS), ISO 22000 Food Safety Management System (FSMS) and Occupational Health and Safety Management System (OHSAS) 18001 standards.

In addition we also provide trainings on ISO 17025/ISO 15189 Laboratory Management Systems, Six Sigma Green and Black belt certification, Project Management and on soft skills and behavioural skills.

9. Course Content

- ✓ Introduction
- ✓ Conceptual Framework
- ✓ QMP: Leadership
- ✓ QMP: Engagement of People
- ✓ QMP: Relationship Management
- ✓ Team work for superior management
- ✓ Developing Quality Culture
- ✓ Programmed Integration

10. Course Dates

May 27-28, 2014

11. Course Venue

Federation of Indian Chamber of Commerce and Industry (FICCI)

Federation House, 1, Tansen Marg
New Delhi –110001, India

For further details & to reserve your seat, please contact:

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