

1. Introduction

Dr. Juran had predicted that 20th Century was the century of “productivity” but 21st Century will be the century of “QUALITY” (Product Quality & Service Quality). The World Market has indeed enabled this prediction to come true.

Traditional business management courses often miss out this aspect which is a critical requirement, today, in both manufacturing and service businesses.

Globalization and liberalization have caused a major change in the way businesses are managed. Organizations do not have the time, nor can they afford the cost, to make mistakes. They need to be right, the first time and right every time.

This has led to the need for a new breed of managers who were trained on different School of thought; Lean, Theory of Constraints (TOC) and Six Sigma to meet the future management challenges of achieving product / service standardization, process-optimization, removing constraints, proactive working methodologies and customer delight.

The theme of TOC is eliminating bottlenecks, the theme of Lean is eliminating waste and none value added activity (NVA) and the theme of Six Sigma is eliminating variation. Each School of thought have proven their effectiveness, otherwise they simply wouldn't exist. In combination (TLS) they collaborate and the organization's Growth is Exponential.

2. Course Objectives

- ✓ To provide comprehensive understanding of Lean, Six Sigma and Theory of Constraints (ToC) concepts & benefits
- ✓ To trigger TLS thinking in leadership to addresses cost accounting, waste, NVA, variations and performance measurements

- ✓ To provide a framework on how to implement TLS in your organization?
- ✓ To provide an insight into how profits can be maximized through integration of three disciplines

4. Who Should Attend?

- ✓ Senior Managers
- ✓ Business Process Managers
- ✓ Project Managers
- ✓ Operation Managers
- ✓ HR Managers
- ✓ Accounts Managers & Financial Analysts

5. Course Schedule & Registration Process

Date: May 09 - 13, 2016

Timing: 09.30 -17.30 Hrs

Venue: Mumbai

Participation Fee: Rs.23850+ Service Tax as applicable (Fee amount 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 served basis.

6. Course Material

Course kit comprising detailed course material will be provided to each participant.

7. 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 last day of the course will be issued a certificate by FICCI.

8. About Our Faculty

Our Lead faculty for this course Prof. Narendra Vishwarup has more than 20 years of Industrial experience in varied & diversified engineering fields. He is an engineer, six sigma black belt from Six Sigma Advantage Inc., USA and PMI trained professional. For past several years he has been disseminating knowledge as a trainer and consultant in field of quality standards like ISO 9001, TS 16949, Project Quality Management, Six Sigma, TQM, JSS-55555, BS, IEC and rules of classification society.

He has trained more than 10,000 students and professional on variety of subjects including Lean, Six Sigma Black Belt, Green Belt, Yellow Belt & White Belt certification courses, ISO 9001, ISO14001, TQM, Kaizen, 5- S, Lean Manufacturing, Retail Management, Fashion Design Management, Customer Service Management, Leadership, Attitude, Interpersonal and Soft skills

9. 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 has collaboration arrangements with Intertek India for 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), ISO 50001 Energy Management Systems, ISO 27001 Information Safety Management Systems (ISMS) and Occupational Health and Safety Management System (OHSAS) 18001 standards.

In addition we also provide training on Six Sigma Green and Black belt certification, and Project

Management. We also provide consultancy support on effective implementation of above management systems including LMS leading to certification/accreditation.

10. Course Outline

✓ Introduction and Foundation

- What is Quality? q Vs. Q approaches to Quality
- Why do we need quality? And how do we achieve it?
- What is a process?
- The PDCA cycle
- What, Why & How of Six Sigma? & Concept of Six Sigma
- Introduction to Lean ,5S and Kaizen
- Understanding Variations
- Basics of Statistics and its application as management tool
- Process and Cost of Quality and its impact on profitability
- DPU, DPMO & Sigma Level calculation
- Introduction to DMAIC Methodology
- Six Sigma Roles

✓ Tools and Techniques

- Process Approach, CTP, Dashboard & The 7 QC Tools
- VOC, CTQ, Keno Model & FMEA
- DMAIC Methodology for process improvement in details & DMAIC Case Studies
- Problem solving using PDCA
- Introduction to Minitab and Inferential Statistics)

✓ Lean

- Lean Overview & Lean Methodology
- Lean View Offers improvement ideas
- Lean Advance Tool kit & Lean Deployment

✓ Theory of Constraint

- TOC: Strengthening Your "Weakest Link" & System as a Chain
- 4 Assumptions of TOC & its overview
- TOC System & System Thinking

✓ Integrating 3 Disciplines

- Integrating 3 Disciplines Theory of Constrain, Lean & Six Sigma (TLS)
- Self-reading Material to ruminate the Learning