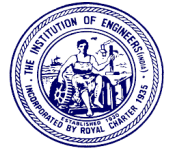




Engineering Staff College of India

Autonomous Organ of The Institution of Engineers (India)
Old Bombay Road, GachiBowli, Hyderabad – 500 032



Quality & Productivity Division

Continuing Professional Development Programme on

Key Aspects of TQM

(Hybrid Mode)

26-28 March, 2025



(An ISO 9001:2015, ISO 14001:2015, ISO/IEC 17025:2017, ISO 45001:2018, ISO 50001:2018 Certified,
AICTE & CEA Recognized Institution)

Centre for Promotion of Professional Excellence

Introduction:

Organizations worldwide have been exploring ways to improve business practices to gain competitive edge. In today's global competition and economic liberalization, quality has become one of the important factors for achieving competitive advantage. A good quality product or service enables an organization to add and retain customers.

Poor quality leads to discontented customers, so the costs of poor quality are not just those of immediate waste or rectification but also the loss of future sales.

Total Quality Management (TQM) : TQM, is a combination of quality and management tools aimed at increasing organizational effectiveness and reducing losses due to wasteful practices. TQM combines principles of Management initiated by different management Gurus from the beginning of industrialization (like Taylor, Maslow , Hertzberg, McGregor and Quality Gurus like Shewart, Deming, Juran Taguchi, Ishikawa, Crosby and others).

Implementation of Total Quality Management results in continual improvement in organization's performance while addressing the needs of all stake holders

Objectives:

- ❖ To give insight into the quality management principles, techniques, tools.
- ❖ Develop skills to help collect, analyze, and quantify data to enable process improvements.
- ❖ To learn how to perform the role of a Quality Systems Manager and manage your systems effectively.
- ❖ To enable problem solving process and quality tools, control plans and charts, process capability, audits, supplier quality management, documentation, calibration, and measurement of Quality.

Coverage:

- ❖ Concepts of Quality, Quality Assurance, Quality Control, Quality Systems, Quality Audits and Cost of Quality,
- ❖ Salient Features of ISO 9001: 2015 Quality Management System Requirements.
- ❖ Concept of Total Quality Management (TQM) & its application for Organisational Excellence.
- ❖ Quality Management Tools – 5S, Kaizen-Continual Improvement.
- ❖ Root Cause Analysis using Fishbone Diagram and Problem solving.
- ❖ Customer-Centric Strategies and Techniques: The course will equip participants with practical tools to analyze customer needs, gather feedback, and design processes that exceed customer expectations. This focus helps organizations improve customer satisfaction, loyalty, and retention, which is critical in today's competitive market.
- ❖ Leadership and Quality Culture Development: Participants will learn how to lead quality initiatives, drive a culture of continuous improvement.
- ❖ Process Optimization and Efficiency Tools: Participants will gain the skills to streamline operations, reduce waste, and improve the consistency and reliability of business processes.
- ❖ Data-Driven Decision Making and Statistical Analysis: Participants will learn how to use statistical tools, and analysis techniques to identify root causes of problems, monitor progress, and make informed decisions that lead to measurable continual improvements.
- ❖ Cross-Departmental Integration and Team Collaboration: Participants will learn how to integrate TQM practices across all functions, encouraging collaboration and open communication between departments to drive collective ownership of quality improvements.
- ❖ Sharing of Best Practices, Case studies and Group discussions.

Benefits:

- ❖ Enhanced Customer Satisfaction and Loyalty.
- ❖ Leadership Development for a Quality-Driven Culture.
- ❖ Improved Organizational Efficiency and Productivity.
- ❖ Data-Driven Decision Making for Informed Outcomes.

METHODOLOGY

The programme will be conducted in an interactive environment providing greater scope for discussions. Emphasis will be on a highly participative style of learning. The faculty will act as provocateurs and resource persons and demonstrate application oriented studies in a professional manner.

TARGET PARTICIPANTS

Scientists, Managers, Electronic Engineers, Staff working in Manufacture, Assembly Quality, Quality Control and Testing are eligible to Participate in the Training Programme. The Course is highly useful to DGQA, DGAQA, CQAE Officers, Technical Officers, QA / QC personnel, Contract & Procurement Managers / Engineers involved in Manufacture.

PROGRAMME VENUE, DATES & TIMINGS

VENUE: Engineering Staff College of India (ESCI) Campus, Beside Care Hospital, Gachibowli, Hyderabad - 500 032. TELANGANA STATE, India.

DATES: 26 – 28 March, 2025

TIMINGS: Registration will commence at 09.45 hrs, Program timings will be from 10.00 – 17.15 Hrs. with breaks in between for tea and lunch.

COURSE DIRECTOR

Dr. C. S. Krishna Prasada Rao,

Head – Quality & Productivity Division, ESCI, Hyderabad

FACULTY

Apart from core internal faculty and experts from industry will share the sessions.

COURSE FEE

Rs. 16,500 /- + 18% GST per participant. Fee includes, Soft copy of the course material, course kit, twin-sharing/single AC accommodation as per availability, breakfast, lunch, dinner, tea / coffee and snacks during the actual days of training Programme (**Offline mode**).

Rs. 10,500/- + 18% GST per participant. Fee includes Experts Online Support and Reading Material in Softcopy form (Online).

DISCOUNTS

Non-Residential Fee: 10% discount on course fee is allowed for non-residential participants. (Participants who are attending **offline** only)

PAN Card No AAATT3439Q;

GSTIN: 36AAATT3439Q1ZV

MODE OF PAYMENT

Programme fee is to be paid in favour of “**IE(I)-Engineering Staff College of India**” in the form of demand draft payable at Hyderabad.

Alternatively, the payment may be made by Electronic Fund Transfer (EFT) to ESCI – SB A/c No. **912010049234564** with Axis Bank Ltd., Gachibowli branch, Old Mumbai Highway, Cyberhills Colony, P Janardhan Reddy Nagar, Gachibowli, Hyderabad – 500032, T.S., by NEFT/ RTGS/ IFSC Code No. UTIB0000733 – MICR No.500211020.

While using EFT method of payment, please ensure to communicate us your company name, our invoice reference and programme title.

REGISTRATION

Online Registration shall be available on ESCI website.

To register, manually please send your nominations giving details of name, designation, contact address, email address, mobile no, telephone and fax number of the participant along with the details of mode of payment of fee, addressed to:

Dr. C. S. Krishna Prasada Rao
Head – Quality & Productivity Division
Engineering Staff College of India
GachiBowli, Hyderabad – 500032
Direct Phones: 040–66304133,110, Email: qp@escihyd.org

CERTIFICATE

On successful completion of the course and continuous assessment during the course, the participants will be awarded a certificate by ESCI.

GENERAL INFORMATION

- ESCI encourages participants to present case studies from their respective organizations.
- ESCI provides complimentary accommodation and boarding to the participants one day before commencement (Check-in at 1200 hrs.) and one day after conclusion (Check-out at 1200 hrs.) of the programme duration. Overstay charges will be applicable as per ESCI rules (subject to availability of accommodation)
- Well-developed Information Centre and Internet facilities are available to the participants.