A 3 Day Intensive Programme on TQM

How to create a TQM organization

By Prof. Dr. Katsutoshi AYANO
Professor Tokai University, Japan

Coverage
Introduction to TQM
QM in New Product Development
QM in Manufacturing
Problem Solving with QC Approach
Hoshin Kanri - Policy Deployment
How to Promote TQM

Discussion On
D R M and Standardization
Role of Statistics in TQM

August 2012 – 23rd, 24th, 25th
Time: 9.30 am – 5.00 pm
Venue: Koodal Hall, Anna University, Chennai
How to create a TQM organization

Total quality management is an integrative philosophy of management for continuously improving the quality of products and processes. TQM functions on the premise that the quality of products and processes is the responsibility of everyone who is involved with the creation or consumption of the products or services offered by an organization. In other words, TQM capitalizes on the involvement of management, workforce, suppliers, and even customers, in order to meet or exceed customer expectations.

Program Objectives

- To evoke an appreciation of the TQM concept to sustain a culture of process and result oriented improvement.
- To impart the strong conceptual framework and the practical skills on the appropriate tools and techniques

Program Schedule

Day 1 - Introduction to TQM
Day 2 - Quality Tools useful for Task Achieving
Day 3 - How to promote and prepare for Deming Prize

Program Convenors:

Dr.P.Kaliraj, Vice-Chancellor (Officiating), Anna University
Dr.N.Ravichandran, CEO, Lucas TVS Ltd.,

Expert Resource Faculty

Prof. Dr.Katsutoshi Ayano, has over three decades of teaching and training experience in TQM worldwide. Currently is the Chief of the Department of Business Administration of the School of Political Sciences and Economics of Tokai University. He is listed in more than 20 Biographical Reference Books including Grand Ambassadors of Achievement International.

Admission

Restricted to 30 on First Come First Serve Basis.

Delegate

- Executives from organisations desirous of implementing TQM.

Certificate

- Certificate will be provided to all participating delegates.

Fees

Rs: 20,000/- ** (Twenty thousand only) per delegate payable by DD / Cheque (Local) in Favour of “AU TVS Centre for Quality Management”. **The Fee is Exclusive of any tax. i.e. Payable taxes will be over and above Rs: 20,000/- payable by the organisation.

Fee Include professional fee, Course Kit, Lunch & refreshments, Certificate, etc.
How to create a TQM Organization

REGISTRATION FORM

Date

Name (Mr. / Ms.) _________________________________

Stamp Size Photo sent by E mail – Yes / No

(Photo soft copy is for printing in the certificate, which should accompany the form)

Name of the Organization: ___________________________________________________________________

Designation: _____________________________________________________________________________

Specify your identity document enclosed_______________________________________________________

Products/Service of the Organisation __________________________________________________________

Academic Qualification: _________________________ Experience. (Years): _________________________

Address (Residence/Company):_______________________________________________________________

Telephone: ___________ Mobile: ___________ E-Mail: ____________________________________________

PAYMENTS DETAILS

Amount: ___________ Payment Mode: Cheque/DD No___________ Date ___________________________

Bank / Branch: ________________________________

Signature

FOR SPONSORING COMPANY ONLY ** The Fee is Exclusive of any tax. i.e., Payable taxes will be over and above Rs: 20,000/- The amount payable to AU TVS Centre for Quality Management is only the course fee.

Name of Company Representative

Designation

Company Seal

Signature

Duly Filled in Registration form should be sent to:

Prof. Dr. K.Narashiman
The Director
AU TVS Centre for Quality Management,
Anna University, Chennai – 600 025.

Contact 2235 8555/8552/ 7708083100
www.annauniv.edu

Road Map Will be sent on Receipt of Duly Filled in form

autvscqm@annauniv.edu