

WEBINAR ON

TOTAL QUALITY MANAGEMENT

QUALITY

About the topic

'Total Quality Management or TQM as it is called, is a way of managing organisations to improve their performance. It became famous after significant success was achieved by Japanese companies in the sixties. Taylor's "scientific management" and "Management by objectives" which were well known after world war II fell by the wayside and TQM spread quickly to the west from Japan. Its emphasis on involving employees in solving the day to day problems was a new thought as the earlier management theories revolved around only involving managers. India also got introduced to the principles of TQM and techniques for process improvement about thirty years ago.

While, as a philosophy, TQM got all the attention in the companies, the actual track record of implementation in the companies was mixed. This is because the implementation of TQM required a certain amount of consistency in application and an organisation wide awareness of specific tools and techniques for improvement were essential. The organizations which have been able to follow the principles and apply the tools and techniques consistently have reaped the benefits of TQM while others have not been able to achieve much success.

In this webinar, we wish to look at TQM, not the theory of it, but how it should be practiced. We also would see the various stages of maturity in the Total Quality journey to introspect where we had faced roadblocks in the majority of organisations. We propose that "a process approach" should be the critical part of TQM and not something that is dealt with in a casual way. The ability to sustain stable processes in the organisation impacts on the effectiveness of TQM in companies. Lastly, we will recommend the cost of Quality as a measure of maturity of Total Quality even more than the awards instituted by various bodies.'

The Webinar will be held on:

Saturday, 11 June, 2022

10:00 am - 12:30 pm

Via ZOOM Meeting

To register

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Speaker on the dias

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C P Chandrasekaran is a Post Graduate in Mechanical Engineering (Machine Design) from VJTI, Bombay University. He has three decades of work experience in various Industries in Public sector, Private sector and now as a self-employed consultant. His work for the first 15 years has been mainly around Product design especially designing process equipment. He is a trained 6-Sigma Black Belt from Motorola University. He conducts Lean six sigma Green Belt and Black belt programs for several organizations. He has a significant experience in facilitating problem solving using various techniques including 6-sigma projects.

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