

The Indian Institute of Metals Short Professional Educational online Course on
“Performance Excellence through TQM practices”

(Course Number IIM-24-101)

7th, 8th and 9th February, 2024 09:00 hrs– 13:00 hrs each day

Background: To be world class and globally competitive, organisations have started following the best, time-tested practices, which successful global players are following. Global bench marking figures in every aspect, are becoming the goals to achieve the best of efficiency and effectiveness. Productivity improvement of men, machine and materials are achieved through improved methods of working, followed by the entire organisation. The different practices throughout the world, grouped under Japanese, European and American methodologies, focus on same aspects of waste and defect elimination, continuous improvement, and management driven customer-oriented systems approach with employee engagement. The present course gives an overview of Total Quality Management System as followed by the Japanese methodology. The course brings out the principles of Policy Deployment and Daily works management practiced through effective employee engagement with use of statistical tools.

Speaker Profile:

Course is conducted by three Senior eminent personalities, who have implemented TQM successfully in the India's largest Special Steel long product Integrated Plant, which resulted in improved Return on Capital employed, through sustained performance improvements in production, quality, cost, delivery, safety, environment and morale. The customer-oriented TQM practices with sustained improvement over a longer period establishing the culture, has resulted in the company being awarded The Deming Prize.

1. Dr. D. Ravichandar (Ex CEO JSW Steel Salem works)
2. Mr. E. Rajendran (Ex HR Head, JSW Salem)
3. Mr. Sai Rama Krishna (Head Iron making & TQM In charge, JSW Salem)

Who should attend:

The course has advanced systemic content useful for Plant heads, Practising heads of all operating and service departments, senior management levels and middle management levels of manufacturing organisations.

Course Content:

1. Policy Management (4 Lectures) :
Policy formulation, deployment, Review, Course correction, Year-end diagnosis deriving learnings for the next year. It defines the objectives and develops strategies for achievement of objectives, drills down KPIs, focusses on Break through projects of improvement, uses advanced statistical tools for projects having multiple variables.
2. Daily Management (4 Lectures)
focus of operating levels, in defining of role clarity, process visualisation, daily monitoring of KPIs which are taken up considering the bench marking values and equipment capabilities, deviation analysis and execution of small improvement projects with use of statistical tools, standardisation, process control, abnormality handling and institutionalisation of improvements through revisions of SOPs, FMEAs etc
3. Employee Engagement (4 Lectures) and sum up.
change management, skill and competency mapping for focussed training and development, empowerment, participation, motivation through rewards and recognition based on inputs and impact on KPI, productivity and cost indicated. Training man-days & different levels of projects per person per year targeting accomplishment, year-end review methodologies discussed.

Registration Fees and Payment Methods

Participant type	Online Course for 3 days.
IIM Members	5000 + 900* = 5900
IIM Non Member	7500 + 1350* = 8850
Student Member	1000 + 180* = 1180
Student Non-member	1500 + 270* = 1770
*(18% GST)	

- 3-Days short Term course shall be conducted virtually. Link shall be provided on payment, couple of days prior to commencement of the Course.
- Advance payment of Registration fees is mandatory
- Participation fee is non-refundable; however, change in nomination is possible
- Students may furnish suitable proof of their student status while filling the online form
- 10% discount shall be offered for registering more than 5 persons.
- Individual Participants are requested to register via <https://shorturl.at/jqGY9> and pay online as per the details below.
- Organizational Participants (sponsored by organizations) are requested to register via <https://shorturl.at/zHOT0>

The online transaction receipt, mentioning the course number IIM-24-101 may be uploaded by using the link provided in google form. Alternately, a demand draft in favour of "The Indian Institute of Metals" payable at Salt Lake, Kolkata can be sent to The Indian Institute of Metals, Metal House, Plot 13/4, Block AQ, Salt Lake, Sec V, Kolkata: 700091

The google form may be filled up by Candidates who are being nominated by their employers. The concerned employer may send us a consolidated list of the candidates whom they wish to nominate along with requisite details. Accordingly we would issue a GST Invoice for the Corporate to do the payment.

Contact Persons

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Bank Details

A/c name:

The Indian Institute of Metals

Bank: State Bank of India,

SME Branch, Salt Lake,

Branch Code: 04289,

IFSC Code: SBIN0004289

Current A/c No.: 54015600024

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