

TEQIP III APPROVED FACULTY DEVELOPMENT PROGRAM

on

QUALITY MANAGEMENT: IMPORTANCE, ISSUES, AND CHALLENGES

17-21 June 2019

Organised by



Department of Mechanical & Industrial Engineering

Venue

Department of Mechanical & Industrial Engineering
Indian Institute of Technology Roorkee

Course Coordinators

Dr. Pradeep Kumar & Dr. Akshay Dvivedi

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Indian Institute of Technology Roorkee

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QUALITY MANAGEMENT: IMPORTANCE, ISSUES, AND CHALLENGES

1. Importance of the course

Global competition, the thrust on quality, and demand for higher productivity are some of the challenges before the present industrial and manufacturing units. To survive and succeed, they have a solitary option – to understand the dynamic changes that are taking place in the business environment. The industry should develop proper strategy while understanding present and future market demand. They must add value to the product desired by customer – not only to understand what customer wants but also to develop internal mechanism / process management to respond instantly to the changes demanded by customers. In the past few years there has been a dramatic trend towards emphasizing the increased quality importance. The world-market demands quality and it has become the matter of survival. It is the key of the long term success and the growth of an organization. Perfection and excellence has become quality standards but not exceptions. Management of Quality i.e. Quality Management ensures better quality products and services. Quality of a product can be measured in terms of performance, its reliability and durability, and its perception. Quality is a critical parameter (competitive advantage), which differentiates an organization from its competitors. A competitive advantage distinguishes an organization from its competitors. It contributes to higher prices, more customers, and brand loyalty. Establishing such an advantage is one of the most important goals of any organization. In today's world, competitive advantage is essential to organization success. In the long run, a sustainable competitive advantage provides above-average performance. Quality management tools ensure changes in the systems and processes, which ultimately result in superior quality products and services. Quality management is essential to create superior quality products, which not only look for customer satisfaction but it exceeds customer satisfaction. At time of high-quality products and services and an increasing competition at the market, every organization has to set quality as its priority goal. Quality should be maintained at every level leading to Total quality management (TQM). Total Quality Management (TQM) is a participative, systematic approach to planning and implementing a constant organizational improvement process. Its approach is focused on exceeding customers' expectations, identifying problems, building commitment, and involving employees at every stage of decision making.

2. Brief objectives of the course

The objectives of the present course have broadly been aimed at achieving Technology Development and Economic Globalization through a common thread that is Quality Management. Technology development and economic globalization are transforming every phase of manufacturing, from product development to vendor support, from integration of equipment to global logistics. This environment of rapid change presents both opportunities and challenges. The present program aims to highlights SWOT analysis of Indian Organizations and subsequently aim to discuss issues and challenges arising out of the current global scenario. The program has been designed keeping in view the diverse background of the participants with the following objectives:

- To provide intensive insight to the current issues in quality management practices of Indian industries by way of SWOT analysis
- To build the necessary skills and understanding by way of providing insight into various quality tools, and techniques, so as to face the challenges posed by current competitive environment
- To sensitize the participants about contemporary research skills in quality engineering and reliability
- To gain insights into the real life situations through experience sharing

3. Course Contents

- Need, Importance, issues and challenges of Quality
- Quality Evolution, SWOT Analysis of India Industries
- Quality Gurus – The Philosophy
- Process Management: Internal Customers and Team Building
- Zero Defect / Zero Effect Initiative of Quality Council of India
- TQM and its implementation Strategies
- ISO - 9000 Quality System
- Quality tools such as Six sigma, QFD, Quality Circles etc.
- Success Stories

4. Faculty

Highly learned and experienced Faculty Members of Department of Mechanical & Industrial Engineering, Indian Institute of Technology Roorkee and Resource person of QCI will deliver lectures

5. Who can participate?

TEQIP III approved university/institution/college teachers

6. Course Fee

No course fee shall be charged from faculty of TEQIP III approved Universities/Institutions/Colleges. TA and DA of the participants will be Bourne by their parent institute.

7. Accommodation

Lodging and boarding will be provided to the participants on twin-sharing basis. Lodging and Boarding is free for faculty of TEQIP III approved colleges.

8. How to apply

Participants should send the duly filled and signed nomination form by post or by email (scanned signed nomination form) to the course coordinators. Dr. Pradeep Kumar / Dr. Akshay Dvivedi, Department of Mechanical & Industrial Engineering, Indian Institute of Technology Roorkee, Roorkee, Uttarakhand 247667

Phone: (01332) 285602 & 285428, 9837423860 (M) 9411176136 (M)

Email: kumarfme@iitr.ac.in, kumarfme@gmail.com
dvaksfme@iitr.ac.in, akshaydvivedi@gmail.com

9. Important dates

Last date for receiving application: 30 May 2019.

Last day of Intimation to Participants (by email): 10 June 2019

Course Dates: 17-21 June 2019

About Roorkee

Roorkee is located at the foothills of Himalayas in the Uttarakhand State. The Railway Station is on the main line of Northern Railways having direct links to Delhi, Mumbai, Calcutta, Amritsar, Jodhpur and Ganganagar. The place is also within easy reach from Delhi by road (180 km) and is located on Delhi - Haridwar and Delhi - Dehradun bus routes. Roorkee is ideally located near several tourist places like Dehradun (70 km), Mussoorie (100 km), Haridwar (32 km) and Rishikesh (52 km).

Nomination Proforma

Department of Mechanical & Industrial Engineering
Indian Institute of Technology Roorkee

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**QUALITY MANAGEMENT: IMPORTANCE, ISSUES, AND CHALLENGES
JUNE 17- 21, 2019**



Name of Applicant:..... Designation:.....
Age: Department:.....
Educational Qualification Specialisation:
Affiliating Institution:
Address.....
.....
State:..... Pin:.....
Phone.....Email:.....
Mobile number:

Signature of Applicant with date

Forwarded:

The applicant will be permitted to participate in the above program, if selected.

Date:

Signature (Director/Principal/Head/TEQIP Coordinator)
Seal of the Univ./Institute/Dept. / Organization