

# **Short Training on Techniques for Quality Improvement**

**September 9, 2010**

**Organized by  
The International Society for Six Sigma Certifications**

## **Quality Improvement**

Quality has been reckoned to be the most important factor in satisfying customers' needs / requirements. However, with increasing competition and customer awareness, the managers of today are faced with the challenging task of increasing competitiveness of organization they belong to. This requires implementing techniques that are aimed to improve total quality. This alone can sustain any organization to meet its objectives of i) Customer Satisfaction ii) Profit for the Company and its growth.

This short presentation will discuss the various approaches and techniques which are being used to enhance quality in organizations. In particular, it will examine the role of Six Sigma in the Quality Improvement landscape.

## **COVERAGE**

- \* Introduction – Changing meaning of Quality & Total Quality
- \* Techniques of Quality Improvement & their relative importance
- \* Problem Solving Approach for Quality Improvement
- \* Role of Six Sigma in Quality Improvement
- \* Summary & Conclusion – Path Forward
- \* Q&A

**DATE** : September 9, 2010

**TIMING** : 5:30-7:00 pm

## **Presenter**

### **Dr. P. Poddar B.E. Mech., Dr.-Ing. (Germany)**

- Ex General Manger Godrej & Boyce Mfg. Co. Ltd. (26 years)
- Senior Faculty, National Center for Quality Management, Mumbai, India
- Consultant & Trainer for ISO 9001, ISO 14001, OHSAS 18001, CE Mark, API Monogram (conducted more than 300 trainings)
- Widely traveled in Europe-UK, Russia, SAARC countries Bangladesh, Sri Lanka, Bhutan, Nepal, Oman, Thailand, Vietnam, Indonesia, Singapore, USA & Canada.
- Best Presentation Award at National QC Conference, CII-Southern Region, Chennai.
- Fellowship Award, Indian Society of Manufacturing Engineers (ISME), Mumbai
- Distinguished Faculty Award, NCQM 2006
- ISO 9001, ISO 14001 & OHSAS 18001 Lead Auditor (more than 200 certification/surveillance audits)