

# The Quality Edge (Inviting Professionals from all verticals - HR, Fin, SCM, S&M, Operations etc)

17 August 2023 02:00 PM - 17 August 2023 05:00 PM

## Brief Overview:

In today ' s competitive marketplace, quality is no longer just a nice-to-have. It' s an essential ingredient for success. Normally quality is considered a function of manufacturing and product development with high emphasis laid through concepts such as QC Tools, Quality Circles, Six Sigma etc. However quality is equally important in all functional domains going beyond manufacturing and production. This program will help you improve your understanding of quality, and how you can play a role in ensuring that your organization delivers high-quality products and services to its customers with a focus on: The importance of quality The different types of quality The quality improvement process How to measure quality How to improve quality in your organization

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## Session content:

- Quality in Today ' s context – Sellers ' market Vs buyers ' market

Change the name of the game

What is improvement

Quality – Being in the same page

Ownership

Quality of service

Superior quality at reduced cost

Value added Vs non value added

Market expectations

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## For Whom:

- Managers

Supervisors

Team leaders

Executives

Anyone who wants to improve their organization ' s quality performance This program will be useful for all professionals from different functions like Accounts, Administration, Canteen, Customer care, Design, HR, IT, Internal Audit, Maintenance, Marketing, Manufacturing, New product development, Operations, Production, Purchase, Quality, R&D, Sales, SCM, Security, Stores from all departments, functions, levels, faculty, entrepreneurs, those working in NGO' s, Hospitals and consultants.

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## **Key Takeaways:**

Increased understanding of quality concepts and the importance of quality management in organizations

Lead Quality initiatives effectively in various contexts and be a change agent

Motivate team members and actively communicate and contribute towards growth

Participants develop confidence and full understanding of quality management system and actively contribute in their role for organizational growth

Gain a better understanding of quality

Learn how to improve quality in your organization

Develop the skills you need to lead quality improvement initiatives

Network with other professionals who are passionate about quality

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## **Facilitator profile:**

### **Col. Prof. Dr. Paul Prathap Jayaraj**

Col. Prof. Dr. Paul Prathap Jayaraj was awarded Ph.D. for his study on leadership. He has deep experience in managing people and resources in a career spanning over twenty-five + years in industry and academia. He is a trained counselor and a psychotherapist. He has widely traveled and is in demand as a resource person by various companies, and institutions and as a TV personality and serves on the boards of a number of organizations. He brings deep insight from his industry and academic experience to

the needs of organizations across industry verticals. He is also a Ph.D. guide for Martin Luther Christian University. With his experience in practice, consulting, coaching, counseling, research & training he distills data into knowledge and transforms people naturally. Commissioned as a Kentucky Colonel (highest honor of the Commonwealth of Kentucky) Recipient of the Local Societies Initiative Award (awarded by Templeton Foundation, Philadelphia) Youth Passport (awarded by the Ministry of Tourism, GoI) Awarded Ph.D. for his study on Leadership

## **Fee Details:**

- **Fee Details**
- Member amount : Rs 0.00- (Including 18%GST)
- Non Member amount : Rs 0.00- (Including 18%GST)
- Total Member count :