

**MIQ successfully completes the 3<sup>rd</sup> batch of  
'Achieving Excellence through Mahindra Quality Way (MQW)'  
for the Services Sector companies**

The Mahindra institute of Quality (MIQ) successfully completed the 2nd batch of the program 'Achieving Excellence through MQW' a 3 day comprehensive program specially designed for the Services Sector companies. This program was conducted at the MIQ campus in Nasik from January 31 to February 2, 2011.

Senior management members, MQW coordinators and others involved in the MQW journey in their respective companies attended this program. There were a total of 34 participants from Tech Mahindra, Mahindra Lifespaces, Mahindra World City and Mahindra Rural Home Finance.



*Group photograph with the participants*



*Mr. Anjou Choudhari taking a session*



*Mr. Amit Pal from MLDL taking a session  
on 'MQW Best Practice' at MLDL*



*Participants during a Group exercise*

*The key objective of this program* was to:

1. Fully familiarize participants with the framework and modalities of Mahindra Quality Way
2. Facilitate a thorough understanding of the key elements of MQW through small cases and examples
3. Equip the participants with the knowledge of how to implement MQW

Each module covered a **critical element of the MQW framework**. The sessions provided a clear understanding of the meaning, importance and key aspects of the elements also addressing in detail the 'How' part or the approach to be adopted for implementing each of them. The participants were also taken through the Mahindra Annual Planning Cycle (MAPC) and explained how *MQW aligns with the MAPC Cycle* in terms of promoting excellence in the manner in which a company develops and translates its long term strategy by improving the quality of all its processes and operations.

The lead faculty for this program was Mr. Anjanikumar Choudhari, Director MIQ. He was supported by an external faculty, Mr. Anil Sachdev from TQMI.

As a part of Best Practice sharing, Mr. Atul Joshi, Senior General Manager, Human Resources, Farm Division took the participants through the various employee involvements and development activities carried out by the Farm Sector.

One of the highlights of the program was a session taken by *Mr. Ashok Sharma, Executive Vice President, Business Excellence from the Auto and Farm Sector on 'Managing Excellence Initiates in companies*. He shared with the participants his experience in driving TQM within the Farm division and gave useful insights into how the participants can promote MQW in their organizations.

In addition to the above, Mr. Amit Pal, MQW champion - Mahindra Lifespaces and Ms. Simmi Damija, MQW champion - Tech Mahindra shared *MQW best practices* from their respective organizations with the participants.

The program received an excellent *rating of 4.63* on the scale of 1 to 5 and saw active involvement by the participants in the form of questions, presentations and experience sharing during the 3 days.

**The schedule for the next batches for this program is as follows:**

1. Batch 4 - For Financial Sector companies - February 17 to February 19
2. Batch 5 - For After Market Sector companies - February 28 to March 2
3. Batch 6 - For Manufacturing Sector companies - March 10 to March 12
4. Batch 7 - For Services Sector companies - April 7 to April 9

**For more information on the program please contact:**

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