

## MIQ completes Phase 1 Of 6<sup>th</sup> PGDQM Batch

MIQ successfully completed Phase 1 of the 6<sup>th</sup> Post Graduate Diploma in Quality Management (PGDQM) Batch -VI on May 27, 2011 at its serene campus at Nasik.

The program had participants from various companies like M&M - Auto, M&M - FES, M&M Systech, Tata Motors, Ceat Ltd., Welspun India Ltd. and Sundram Clayton Ltd to name a few. The total Batch size was 35 & about 50% of the batch size included participants from non M&M companies. The demand for this program exceeded the batch capacity as a result of which a few nominations had to be regretted.

Mr Anjanikumar Choudhari welcomed the participants during the briefing session held on evening of 4th May 2011. Mr. Choudhari expressed happiness with more and more participants from Indian Industry participating in the program. He inspired the participants to derive maximum benefits out of this program and shared the personal as well the organizational benefit the individuals can gain by systematically applying TQM practices and principles.



Mr. Anjanikumar Choudhari addressing the participants



Dr. Hitoshi Kume lighting the lamp

The program was inaugurated on May 5, 2010 with the traditional lighting of the lamp. Speaking on the occasion, Mr. Rajinder Singh, Dean, MIQ, highlighted the importance of achieving excellence within the company through TQM in order to excel in the view of the customer. He also shared with the participants the detailed contents of the program and welcomed Dr. Kume, winner of the prestigious Deming Prize for Individuals as the lead faculty for the program.

Dr. Hitoshi Kume, emphasized on the bigger role of MIQ, which is to serve and benefit the Indian industry on the whole. He expressed his happiness with the 50% external companies participation in the program .

The participants of this batch went through the next 3 weeks learning various TQM concepts like Fundamentals of TQM, Business Strategy Development, Policy Management & Daily Work Management, Lean Manufacturing, Quality Control (QC) tools, QC story, Failure Mode effect analysis (FMEA), Statistical Process Control (SPC) etc. The faculty for the program were Dr. Hitoshi Kume, Mr. Anjanikumar Choudhari, Mr. N. Ramanathan (Ex-President SRF), Mr. C. Narasimhan (Ex-President Sundram Clayton), Mr. Rajinder Singh, Mr. YM Joshi and other internal faculty of MIQ and M&M.

Case studies of TQM applications in companies and industry visits to Deming/JQM companies like M&M FES, Sona Koyo , Sundram Clayton, Lucas TVS etc. were also an integral part of the learning in Phase I.

Phase I ended with an examination in which the average score achieved by the participants was an 81%.

Phase II of the program is scheduled from Sept 5 to Sept 24, 2011. From now to then, the participants are expected to apply the leanings of Phase I in the form of some KAIZENS and improvement projects in their work area. To facilitate this, MIQ has a competent project management team in place which will support and enable participants through periodic project reviews and guidance.



PGDQM Batch-VI : Group photograph

### About the Mahindra Institute of Quality

The Mahindra Institute of Quality was established in the year 2005, with the primary objective of spreading the TQM concept within the M&M group and the Indian Industry on the whole. It aims to do so through its offerings in the form of Training programs, company enabling and the Mahindra Quality Way initiative. The canvas that MIQ operates on is that of the “Big Q” which goes beyond the frontiers to product and service quality to encompass the quality of Leadership, employees and business processes across the organization.

### About the PGDQM

MIQ’s hallmark training program is the Post Graduate Diploma in Quality Management (PGDQM) having the following key objectives :

1. Create awareness of TQM as an approach to business management and key elements of TQM
2. Impart thorough knowledge and application training on advanced QM concepts, tools and techniques
3. Create awareness of how comprehensive QM can be used for effective management of common business processes, especially in the Indian context

This program is designed to include comprehensive and advanced education and training about quality improvement and quality management. The program is structured in 3 phases to systematically build the TQM competence and skill of the individual.

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