

Mahindra Holidays EXCELERATE the Mahindra Quality Way !

The senior management team of Mahindra Holidays attended the 8th batch of the program 'Achieving Excellence through MQW'. This program was conducted in Chennai on April 18 and 19, 2011 exclusive for the Mahindra Holidays team.

There were a total of 26 participants representing key functions of Report Operations, Customer Acquisition, Member Relations, Human Resources, Strategy, Information Technology and Quality.



Group photograph with the participants

The key objective of this program was to:

1. Fully familiarize the senior management 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 them 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. Amit Pal, Head - Quality & Innovation and the MQW coordinator for Mahindra Lifespaces, shared key initiatives taken up by the company in their MQW journey and future plans to further progress MQW in Mahindra Lifespaces.

The program received an excellent *rating of 4.55* 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.

For more information on the program please contact:

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