

Mahindra Financial Services EXCELERATE the Mahindra Quality Way!

Regional Heads and Managers of Mahindra Financial Services attended the 9th batch of the program 'Achieving Excellence through MQW'. This program was conducted in Mumbai on April 25 and 26, 2011.

There were a total of 30 participants representing the various regions and branch offices.



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, Ms. Jitisha Selarka - Manager MQW.

The program received an excellent *rating of 4.6* 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:

1. Ms. Jitisha Selarka at selarka.jitisha@mahindra.com