

BPE- Business Performance Enhancement

Enhancing business value through
manufacturing excellence



Paving the way for your business to achieve challenging goals

In the era of volatility, uncertainty, complexity and ambiguity (VUCA), continual and innovative business transformation using latest methods and technologies is necessary to get ahead of the competition and stay there. Approaches used by TQMI provide a proven way for businesses to enhance value for its stakeholders by building organizational capabilities through people and process integration with the use of appropriate technologies.

Established in 1992, TQMI has contributed to the transformational journey of many of its clients across industries by helping them successfully implement effective business process management strategies. With a team of experts, TQMI is ready, willing, and exceptionally able to help clients transform their organization.



Helping your business outperform competition

TQMI's Business Performance Enhancement (BPE) solutions focus on improving the financial results of your business along with significantly enhancing customer value and customer engagement. Besides improvements on these fronts, the solutions facilitate a safe and harmonious work environment at your workspace.

TQMI Counsellors work closely with your teams to understand your problem statement and facilitate development and implementation of the right solution.

TQMI's solutions are further augmented using technology expertise provided by Caizin LLP- a TQMI subsidiary, which uses system-based approach to tackle the challenges you are facing and carry out improvements in your business.



Through business problems solved for clients

TQMI enables its clients to:

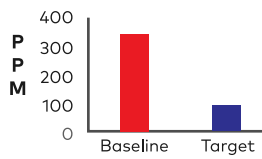
- **Improve customer value** and thereby market share and/or price realization for higher revenue and profitability
- **Reducing field failures, rejection, rework, scrap, errors, and mistakes** for better quality and lower cost through business process improvement.
- **Improve operational efficiency**, thereby reducing cost and improving profits through cycle time reduction, productivity enhancement, and cost reduction **in the extended supply chain**
- **Reduce investigation time & effort, thereby solving and preventing problems** through building people capability in using scientific methods
- **Enhance product development** capability to develop new products and/or improve current products for creating better value for the customer
- **Improve asset utilization** and reduce inventory while ensuring **on-time delivery** through Lean Management approaches
- **Empower employees and harness their true potential** through capability building and engagement approaches based on respect and transparent fact-based management
- **Enable meeting regulatory requirements** through effective use of standards and good management practices; and **challenging awards** like Deming Prize, EFQM and MBNQA



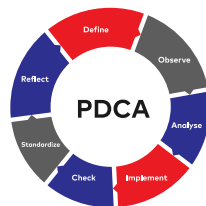
By following proven TQMI process developed on the basis of learnings from Japan and USA



Gemba Study



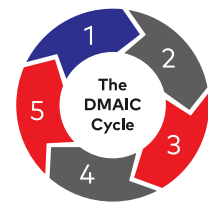
Target Setting



QC Story



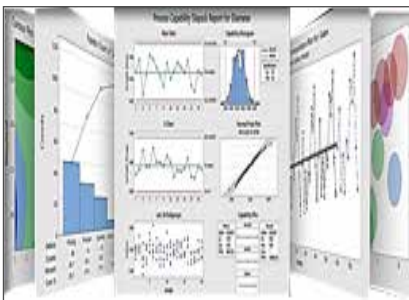
LEAN



Data & Facts Based Analysis

30 Years of field experience supported by 2 years of in house ICT/IoT/AI application

RCA-get to the Point of Cause



Project War Room



Review and Governance





Leveraging technology for breakthrough business improvements

TQMI uses technologies like Big Data Analytics coupled with IoT and Machine Learning to navigate your business towards success. Leveraging these technologies enable TQMI to:

- Harness real-time insights and Gemba (workplace) work experience to understand your business and suggest a way forward
- Supplement observed facts and use a system-based approach to solve your business problems and carry out improvements
- Show you how to plan, observe, analyze, and implement the project
- Demonstrate the sustainable effect and build your business capabilities to realize its latent potential and deliver continual improvement

Our key attributes are:



Metric and KPI Management

- Visualization of information at Gemba (workplace) for transparency and real-time availability of metrics
- Triggers and alerts to help stay ahead of events without constantly monitoring and the necessary resource allocation



Client-specific solutions

- Gather learnings from collaborators, clients, and multinational organizations and adapting to the local socio-economic environment
- Focus on understanding people and cultural issues

Catering to business processes across entire value chain

TQMI caters to your business requirements based on clearly defined objectives. With a myriad of services, TQMI helps you in chalking out a strategy to achieve various business objectives.

Business areas where TQMI has helped:



● ● ● ● ● ● ● TQMI core competencies

Added value to stakeholders across various business segments

TQMI is serving hundreds of clients in breakthrough improvement from diverse business segments across India and the Middle East. Many of these clients are well-known names in the top hundred companies of India.



Chemical



Petrochemical



Engineering



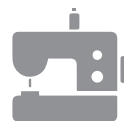
Electronic Goods



Telecom



Hospitality



Textile



F&B Industry



Automobile



IT Industry



Insurance



Construction



BPO / KPO



Banking / Financial



Helping your business achieve superior performance

Having a client canvas of 1000+ companies in various industry sectors, TQMI has successfully delivered more than 100 major consulting projects and has experience of 65000+ man-days of training, mentoring, and business initiatives.

TQMI is proud to have contributed to the successful challenge of the Deming Prize and Deming Grand Prize by companies in India. Some of the prominent clients include Tata Steel, Mahindra Tractors, SRF, and Lucas TVS.

Deming Prize, established in Japan in 1951, is considered amongst the highest recognition for achieving outstanding business results using quality-focused improvement methodologies and building long-term organizational capabilities. It covers the entire supply chain from product/ service concept to performance in the field for the benefit of the customer and the end-user, while contributing to a healthier planet.



A few examples of benefits delivered

Industry: Hi-Tech Industry

CEO's Concern:

- >Unable to meet the demands resulting in losing opportunity to imports.
- >To increase output from current facilities without compromising with quality within stringent timelines

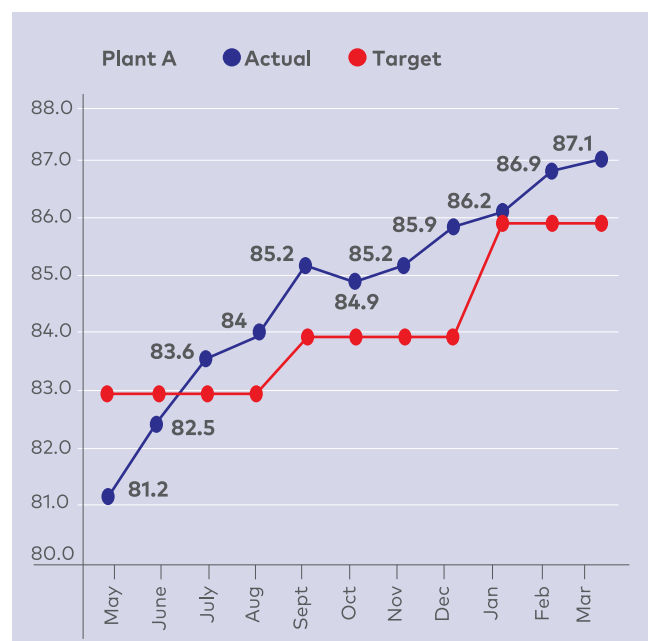
How TQMI helped:

- Ensured data reliability at Gemba (workplace) through a system-based data collection system and use of Measurement Systems Analysis (MSA)
- Upgraded critical operation standards, training, and compliance to achieve consistency in operations
- Carried out statistical analysis to identify vital processes and factors contributing to rejection
- Ensured breakthrough improvement in those processes to minimize rejection using the PDCA approach

Benefits delivered:

- **6% improvement** in yield resulting in enhanced customer value and more share of business
- **Additional annual revenue INR 600 million** from the same assets & workforce at a fixed cost
- **Saved 6%** on material consumption (variable cost)
- Consistency in product performance

Result: Overall Yield improvement in a Hi tech glass fibre industry



Industry: Materials Industry

CEO's Concern:

>To increase the final output of one of the critical shops that were limited to 15% to achieve rated plant capacity

How TQMI helped:

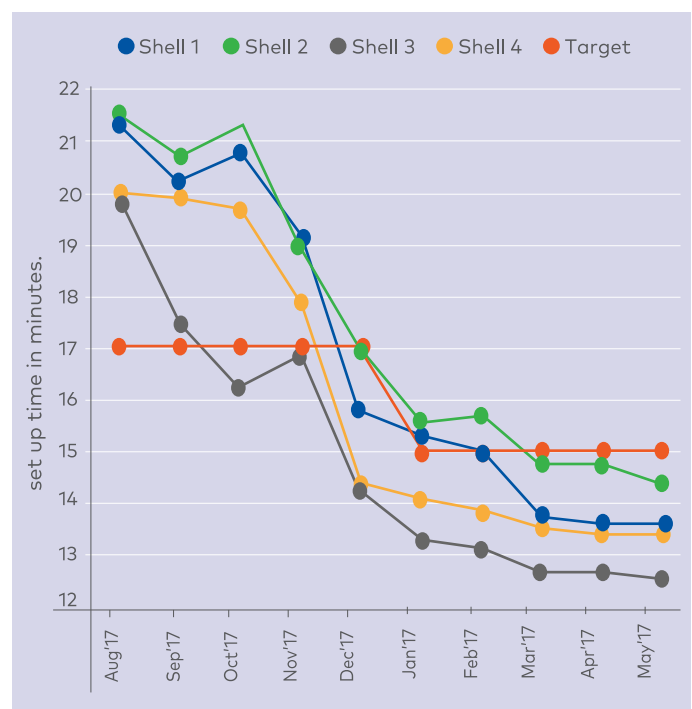
- Studied the current status at Gemba (workplace)
- Increased number of heats from the shop by 4 per day through setup time reduction by 36%
- Detailed Gemba (workplace) observations and cycle time study
- Statistical analysis to prioritize and find the root cause
- Countermeasures planning and implementation
- Checked results and process
- Standardization and training

Benefits delivered:

- **Reduced** set up time by **36%**
- **Improved productivity** of current assets by **6.7%**
- Annualized **savings of INR 2180 million**
- Contributed to improvement in sales revenue and profit



Constraint Shop - Increase production from current assets by reducing set up time in minutes.



Industry: Automotive Supplier

CEO's Concern:

- > Unable to meet market demand due to production constraints
- > Tightening of product specifications due to the customer and user requirements further constraining output
- > Increasing outputs from current assets

How TQMI helped:

- Studied current status at Gemba (workplace) across the entire supply chain and historical data
- Increased product yield by 10%
- Detailed Gemba(workplace) observations across functions from production planning to design, material, and all stages of manufacturing
- Use of Advanced QA Matrix with use of ICT and Industry 4.0
- Countermeasures planning and implementation
- Checked results and process
- Standardization and training

Benefits delivered:

- **Improved** yield by **11%**
- **Increased plant** output and revenue by **11%**
- Added value to the customer in terms of user experience of comfort and improved market share



Increased production from current assets by improving yield.



Industry: Automotive Supplier

CEO's Concern:

- > To bridge the gap and become the market leader in terms of market share
- > To offer better value to OEM customers and enhance the share of wallet

How TQMI helped:

- Identified various factors that customer values through the Customer Value Management approach
- Selected critical factors where improvement takes the client ahead of the competitors and becomes the benchmark
- Followed the Gemba (workplace) focused approach to understanding the real issues
- Used scientific methods to carry out the improvement
- Sustained the gains through standardization, training, and compliance

How TQMI helped:

- Reduced customer complaints at OEM end to zero for all products in that segment
- Gained customer trust
- Contributed to enhancing 'Share of Wallet' and market share
- Improved top-line and profit margins



Complaints at oem customer end



Industry: Automotive OEM

CEO's Concern:

- > To stop dropping sales revenue despite offering competitive pricing and regain market share
- > To reduce failure of product in the field resulting in inconvenience to the customer

How TQMI helped:

- Established a cross-functional team consisting of engineers from customer service, QA, sales, manufacturing, design, and sourcing
- Trained and guided the team on the use of system-based and fact-based Integrated Quality Improvement procedures
- Worked at the Gemba (workplace) in the field, dealer shop, plant workplace, design office, and suppliers' workshop to understand the facts
- Used vertical evaluation, comprehensive QA Matrix to identify factors contributing to field failure and developed the ability to respond immediately
- Quickly resolved and prevented recurrence in the future

Benefits delivered:

- Reduced field failures one-sixth level in 12 months
- Reduced warranty cost by 75%
- Gained customer confidence in the company and its products
- Contributed to improved sales revenue and market share



Some of our Clients

			 Enriching Lives
			
			 Sav'edha ke jayo!
			
			
			
			
			
			



CONTACT US

Contact Us

TQM International Pvt Ltd.,
709, Vipul Business Park, 7th Floor, Main Sohn Road,
Sector – 48, Gurugram, Haryana. Pin: 122 018
Tel: 0124 4968989



Mr. Anil Sachdev
President, TQMI
Email : anil@tqmi.com
Contact : +91 98103 41860

Ms. Neeta Bhat
Head – Business Development
Email : neeta@tqmi.com
Contact : +91 95605 10088