

## Phase I:

<b>DAY 1</b>	<b>DAY 2</b>	<b>DAY 3</b>
<b>8:30 to 10:30</b>	<b>8:30 to 10:30</b>	<b>8:30 to 10:30</b>
TQM and Business ; A and J Decision; Sweating Theory; TQM Principles, vehicles and Methods	Integrated Procedure for Quality Management; (PDCA/ QC Story and Task achieving QC Story) Remarks: Database, ICT	TQM Vehicles: • Policy Management (PM) • Daily Management (DM) • QC Circles
	<b>10:30 to 11:00 Break Time</b>	
<b>11:00 to 13:00</b>	<b>11:00 to 13:00</b>	<b>11:00 to 13:00</b>
Basic concept of TQM • Customer focus, • Next processes are our customers • PDCA cycle/ SDCA cycle • Immediate remedy, Recurrence prevention & prevention by prediction • Fact control • System approach vs. systematic approach • Company-wide way	Quality Assurance with focus on • QA System chart • Vertical evaluation (VE) • QA matrix (QAM)	Kano Model: Attractive Quality Creation
	<b>13:00 to 14:00 Break Time</b>	
<b>14:00 to 16:00</b>	<b>14:00 to 16:00</b>	<b>14:00 to 16:00</b>
TQMI session on QA with examples (1 hour)  TQMI Session on above topics with Indian Examples	Open Q/A session by TQMI (1 hour)  Experience sharing session by TQMI Clients	Open Q/A on DM, PM and CFM (TQMI 1 hour)  Experience sharing session by TQMI Clients
<b>16:00 to 16:15 Open Discussions, Q&amp;A, feedback and close</b>		