

## Phase II: Day 4 & Day 5

Day 4: Recap of Phase I for those who attended the session during 27-29 January, 2021

### DAY 5

8:30 to 10:30

Quality in New Product Development (NPD)

- Voice of customer (VOC), product specifications and process parameters
- QFD
- Flow chart for NPD: Product plan, development and design process with DR gates
- Problem solving in NPD
- T type Matrix

10:30 to 11:00 Break Time

11:00 to 13:00

Quality in projects with train-platform model

Quality in Service Industry and service functions

13:00 to 14:00 Break Time

14:00 to 16:00

Quality in Marketing & Sales

Challenging Deming Prize

16:00 to 16:15 Open Discussions, Q&A, feedback and close



FEE

- The professional fee for workshop scheduled for 17-19 & 26 February, 2022 will be **Rs. 45,000** per participant. 25<sup>th</sup> February session will be optional for them. No fees will be charged for attending 25<sup>th</sup> February, 2022 session.
- Fee for the participants attending Phase II only scheduled for 25-26, February, 2022 will be **Rs. 15,000** per participant.
- Goods & Services Tax (GSTIN) as per GOI regulations will be charged extra. Current rate is **18%**.
- The fee covers lecture fee & course material expenses.