

CEO *through* TQM
18-19, July 2019

A REPORT



ISQ is happy to announce conclusion of 2-day seminar programme for senior management CEO through TQM successfully at Hotel Lalit Ashok, Bengaluru on 18-19, July 2019. The program was designed and delivered by Mr. N. Ramanathan founder member, past President of ISQ, on a *pro bono* basis.

Objective of the program

To expose the participants and learn from a senior management view point, the principles, the mechanisms and the methods which lead to great organizational performance. The program is designed to the senior executives who believe that they have problems which come in the way of company becoming truly exceptional and have a burning desire to create an extraordinary organization, and are willing to embrace new paradigms in management.

Participants

The program was planned for 25 participants. 29 participants attended.

Preparations for the program

A brochure was designed and circulated calling registration to the programme.
A booklet of all the slides was given to all the participants along with a notebook and an ISQ branded pen.

Programme Schedule

The program started on 18th July at 9 30 AM with Mr. Anil Sachdev welcoming the participants and introducing the faculty as well as ISQ.

Mr Ramanathan's interactive sessions were complemented by Mr. Shekhar Ajgaonkar of Ceat, who presented two case studies from his company. The 2-days session on TQM was covered in 10 chapters starting from Orientation to Implementation of TQM with 255 slides. The handout was appreciated by the participants.

The method of review, using the concept of 'coin drops' of key learnings was appreciated by the participants. The program saw active involvement of the participants. Three participants thanked the faculty at the end on behalf of all the participants.

A selection of feedback received from the participants.

- **What I liked**
 - ✓ Very well organised program with good time keeping and food.
 - ✓ Meticulously executed by NR Sir, made it interactive
 - ✓ Time Management and knowledge of the faculty was superb.
 - ✓ This was TQM in a pill. This is will serve as our guide in TQM implementation
 - ✓ The entire TQM elements are covered within two days without dropping any essence of it.
 - ✓ The booklet is apt.
 - ✓ Surely main high level concepts were taught by Mr Ram sir with different dimension which was not explained in many books.
 - ✓ This will help organization to go to a long way and help participants.
 - ✓ Explanation of concepts with analogies and Indian examples from Upanishads, Vedas, Quotes from Vivekananda etc.
 - ✓ Coin drop concept to review the learnings at the end of every chapter.
 - ✓ With good case studies of implementation of TQM.
 - ✓ Most comprehensive and exhaustive. (TQM In a pill)

- **What I did not like**
 - ✗ Can be made a 3-day program with more examples and exercises.
 - ✗ Supplier management could be added.
 - ✗ Seating arrangement could have been better.

Conclusion

The program concluded with Hon. Secretary, Mr. Anil Sachdev felicitating Mr. N Ramanathan and Mr. Shekhar Ajgaonkar on behalf of ISQ and the participants.

As an open TQM program for senior managers, it helped in enrolling more committed members to ISQ.