

CEO *through* TQM, Pune
7-8, November 2019

A REPORT
(For internal circulation only)



In view of very encouraging feedback and support received during the first program of CEO through TQM at Bengaluru in July 2019, ISQ with the support of Mr. N. Ramanathan conducted the second seminar at Pune. Again, thanks to the participants, the second 2 day seminar program CEO through TQM at Pune held at Radisson Blu Kharadi on 7-8 November 2019 received the overwhelming response too. The program was designed and delivered by Mr. N. Ramanathan founder member and past President of ISQ on a *pro bono* basis.



Objective of the program

To expose the participants and learn from a senior management viewpoint, 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 especially in an economic down cycle.

Participants



Against the initially planned 25, 33 participants registered and attended the program. We are sorry that some of the request for the registration could not be considered because of overbooking.

Preparations for the program

ISQ with the support of Mr. N. Ramanathan wants to reach to all corners of India with its objectives. For the 2nd program, Pune was chosen as location with active involvement of Pune Chapter at Radisson Blu. The invitations with brochures received quick response exceeding expectations in a short time. Mr. N. Ramanathan painstakingly made a well-designed study material which was well appreciated by participants.

Programme Schedule

After a welcome address by Prabhakar on 7th morning at 9 30 AM. Mr. Snehilkumar gave a fitting introduction of Mr. N. Ramanathan (NR).

NR then took over and had 2 day interactive session with the participants with well-structured slides and presentation.

Mr. Snehilkumar and Mr. Mahesh Hegde supported NR with some case studies and experience complimenting the subject.

Following was the program structure

1. Orientation (Problems, paradigms, purpose, contents)
2. What is TQM? (History, customer first, quality, PDCA)
3. Managing people, the TQM Way (Paradigms, development, participation, kaizen, QC circles, willingness)
4. Strategy, Policy, Improvement (Vision, strategy, policy management, improvement)
5. Handling data and variation (Type of causes, responsibility, trend data and their interpretation)
6. Managing for hard times (Building resilience in good times, countermeasures in hard times)
7. Cross-functional Management (Quality assurance, managing for profits, delivery control, NPD, Projects)
8. Daily Management (Clarifying roles, setting KPI and targets, reviewing)
9. Managing the Upstream (NPD, projects, early stage instability)
10. Implementing TQM (Role of senior management, structuring, Deming Prize)



The process of recap through coin drops was well appreciated by the participants.

Mr. Kulbushan from Dr. Reddy's Laboratories and Mr. Swami from J K Tyres spoke at the end of the session and gave positive feedbacks on the 2 day session on behalf of participants.



A summary of feedback received from the participants.

- **What I liked**
 - ✓ Covering the new concept very effectively with depth and clear explanations.
 - ✓ It is very much interactive & knowledge sharing.
 - ✓ Good takeaway. The content will help us to improve our organisation performance and analytical skill.
 - ✓ Excellent presentation material.
 - ✓ Depth of knowledge of the speaker, explanation, Energy level of speaker and kept participants absorbing.
 - ✓ Very well structured.
 - ✓ Extensive coverage of TQM (in depth and width).
 - ✓

- **What I did not like**
 - ✗ Can be made a 3-day program.
 - ✗ More case studies, practical examples will help.

Summary and Conclusion

The program was well received with overwhelming participation, interactive with good takeaway for the participants.

It was also a good fund-raising program for ISQ similar to CEO through TQM, Bengaluru with Mr. N. Ramanathan deciding to transfer entire surplus generated to ISQ.

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

We are receiving further enquiries and requests to conduct this seminar program in north – Delhi/NCR region which is proposed to be held during April 2020.

Compiled by

Prabhakar Shettigar

Annexure 1

- Participants

Sl. No.	Name	Organisation
1	Avinash Gawande	JSW Steel Coated Products Ltd
2	Rahul Mahakal	JSW Steel Coated Products Ltd
3	Pradeep Maheshwari	JSW Steel Coated Products Ltd
4	Balaji R	Indus Towers Ltd
5	Prashant Mehar	Indus Towers Ltd
6	Gagan Kapoor	Indus Towers Ltd
7	Achint Pathak	Indus Towers Ltd
8	Rishabh Rakesh	Indus Towers Ltd
9	Chandrashekhar Panigrahi	Indus Towers Ltd
10	Atul Gunale	Indus Towers Ltd
11	Srikanth S	TaeguTec India P Ltd, Bengaluru
12	R T Wasan	Tata Motors Ltd
13	Anil Sekhar	Tata Motors Ltd
14	R Ramakarishnan	Tata Motors Ltd
15	Rudrarup Maitra	Tata Motors Ltd
16	Aniruddha Kulkarni	Tata Motors Ltd
17	Prasad B P	Cyient DLM Pvt Ltd, Mysore
18	Prashant Sharma	Sheela Foam Ltd,
19	Yashwant Singh	Samsonite South Asia Pvt Ltd
20	Chakravarthy G Kalyan	N Ranga Rao & Sons Pvt Ltd
21	Sanjay Bindal	J K Tyres Limited

22	Unni Nayar	J K Tyres Limited
23	HL Swami	J K Tyres Limited
24	Ashok	J K Tyres Limited
25	Veppu Eswara rao	J K Tyres Limited
26	Kulbhushan - GMO	Dr. Reddy Laboratories Ltd
27	Jerome	Dr. Reddy Laboratories Ltd
28	Venkatanarayan	Dr. Reddy Laboratories Ltd
29	Saurav	Dr. Reddy Laboratories Ltd
30	Sarat	Dr. Reddy Laboratories Ltd
31	Rakesh Sinha	Dr. Reddy Laboratories Ltd
32	Srinivas Chakravarty	Dr. Reddy Laboratories Ltd
33	Sreenivasa Reddy Battula	Dr. Reddy Laboratories Ltd