

Creating the Extraordinary Organization through Total Quality Management
 26~28 October 2023. **Venue:** India Habitat Centre, New Delhi

5th edition of the popular CEO through TQM was organised with the help of ISQ NCR Chapter. Mr. N. Ramanathan (NR), has been conducting the program since 2019 pro-bono indicating his passion to enhance the Quality mindset in India and continued support to ISQ. The programs from NR are becoming increasingly popular indicated by the high demand. 37 participants could be accommodated for the program and the rest were requested to wait for the next.



Another highlight of the program was the presence of Mr. Anant Goenka, Vice Chairman, CEAT Limited & Zensar Technologies who came all the way to share the success story of CEAT’s journey through TQM in achieving excellence and the Deming Grand Prize. This practical case study of effective implementation of TQM was well appreciated by the participants. Mr. Ganesh Srinivasan, CEO Tata Power DDL also participated in the program.



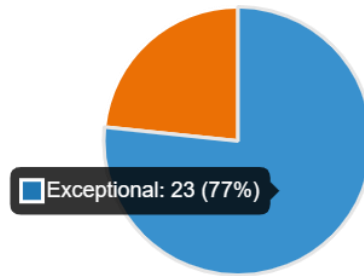
Summary of participants

Sl No	Organisation	Participants
1	SONA BLW Precision Forgings Ltd, Gurugram	4
2	SRF Limited, Gurugram	1
3	G K WINDING WIRES LIMITED	1
4	Indegene Pvt. Limited	1
5	Tata Power Delhi Distribution Ltd, Delhi	15
6	Tata Motors Ltd, Pune	4
7	JK Tyre & Industries Ltd, Mysore	4
8	Sunbeam Lightweighting Solutions Pvt. Ltd Gurgaon	1
9	Tata Steel Ltd, Jamshedpur	2
10	Ceat Limited, Mumbai	2
11	Shree Amba Industries, Delhi	1
	Total	36

Feedback from participants

No. of feedback received: 30

Exceptional	23
Very good	7
Good, could have been better	0
Not bad fair	0
Poor	0



Top 5 Favourable points of the program

Faculty Knowledge & communication	7
Facilities, Program content, detailing and study material	6
Talk by Mr. Anant Goenka	4
Interactive	2
Success stories and case studies	2

Top 5 unfavourable points of the program

Insufficient time for the content	2
More case studies required	2
More exercises, team activities for the participants	2
Gemba visit will help	1
Hall and seating arrangement	1